

## JOB DESCRIPTION

21/12/2023

**Job Title:** Housekeeper

**Hours:** 40 hours per week

**Reporting to:** Head Housekeeper

**Home:** Anya Court Care Home

## JOB PURPOSE

The Housekeeper is responsible for ensuring a high quality of service within the home.

The Housekeeper will ensure the highest service standards of cleaning are delivered in the home and work in alignment to Hallmark's policies and procedures, charter, vision, and values.

To contribute to the achievement of the Hallmark Care Home vision; "to be recognised as the leading provider of high-quality relationship-focused care for all residents".

Responsible for:	Person Specification
<ul style="list-style-type: none"> <li>▪ Ensure that cleaning duties are carried out in accordance to the cleaning schedule.</li> <li>▪ Understand and follow the most recent housekeeping policy.</li> <li>▪ Ensure teamwork is applied at all times to provide a clean and welcoming environment for the residents, guests and visitors.</li> <li>▪ Maintain the highest standard of personal presentation and hygiene.</li> <li>▪ Support the Head Housekeeper in reporting any defects or damage to the building or equipment within the home.</li> <li>▪ Ensure that products being used have been specifically selected for the purpose.</li> </ul>	<p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Experience working within a domestic environment</li> <li>• Health &amp; Safety knowledge</li> <li>• Understanding of COSHH</li> </ul> <p><b>Skills &amp; Knowledge</b></p> <ul style="list-style-type: none"> <li>• Cleaning knowledge</li> </ul>

- Carry out any reasonable instruction from the Head Housekeeper or Hospitality Services Manager.
- Work with the Head Housekeeper to ensure you're aligned with the Hallmark vision and are operating from the Hallmark Charter and Hospitality Standards.
- Ensure that infection control policies and universal precautions are followed at all times.
- To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
- To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately.

**Laundry Services**

- Ensure that all washing, drying and ironing for residents' personal clothing and linens are completed with the utmost care.
- Carry out repairs to clothing as needed.
- Liaise with Head Housekeeper and relatives if clothing needs to be replaced or needs major repairs.
- Ensure soiled linen is handled in line with infection control policy and dealt with efficiently.
- Ensure that all clothing is returned to the residents' rooms in line with their choice in an efficient manner.
- Liaise with the Head Housekeeper and the care team to ensure that sufficient clean linen is available.
- Ensure that the laundry equipment is routinely cleaned and maintained in line with policy.
- Ensure regular meetings with Head Housekeeper with regards to laundry issues.

**Health and Safety**

**Personal Qualities**

- Reliable and punctual
- Able to adapt to change
- Willing to learn and develop
- Approachable
- Enthusiastic
- Flexible
- Patient
- Positive attitude
- Self-motivator
- Flexible approach to working hours - able to work occasionally outside of normal hours.
- Ability to promote a professional image for the company at all times.
- Ability to travel to other homes where needed for training / support.
- Able to adapt to the Hallmark culture



<ul style="list-style-type: none"><li>▪ Ensure all health and safety requirements are being met and attend training as required.</li><li>▪ Ensure regulations and compliance are met and adhered to.</li><li>▪ Ensure equipment and environment is safe within the home.</li><li>▪ Ensure you understand the user guides, safety data sheets and risk assessments for all chemicals used within the home.</li><li>▪ You will be required for this role to potentially lift heavy objects</li></ul>	
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**“We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation or age”**

This job description is not exhaustive and is subject to change from time to time to meet the needs of the business

**Signed:**.....

**Date** .....

