



Part of the Priory Group of Companies

Job Description

Job title	Housekeeper	Job family	Craegmoor
Reporting to	Service Manager	Job code	HOS/010
Location	Various across division	Evaluation Date	08/02/2013

Main Purpose

Required to deliver an efficient and high quality accommodation and housekeeping service within the home to assist the well-being, comfort and development of our service users.

Key Accountabilities

Quality

1. Delivers and maintains a clean and tidy environment throughout the home, in line with operational standards and ensures that work processes comply with statutory regulations.
2. Ensures that Priory minimum standards are delivered in all home areas in a timely and efficient manner, as part of a team.
3. Identifies and reports damage, faults and other related issues to the maintenance department or home manager to ensure that environmental conditions continue to meet quality standards and statutory regulations.
4. Plans and delivers a comprehensive cleaning schedule and undertakes routine Housekeeping Audits as required.
5. Uses and stores cleaning products in accordance with COSHH regulations, ensuring that all cleaning and laundry equipment and products are used and stored safely.
6. Takes responsibility for a safe working environment for self, colleagues, visitors and the people who use the service.

Innovation

7. The role holder should present the service in a positive light and should be proactive in making suggestions for how to improve the service.

Value

8. Carries out stock takes and orders cleaning/laundry materials from approved suppliers, within agreed budget.

Knowledge & Skills

The role holder will have a good standard of English along with basic numeracy and literacy skills.

Experience

Previous experience advantageous although basic training will be provided.

Autonomy & Impact

Regular tasks where there is some discretion to prioritise work but judgements and decisions have a minimal impact.

Intelligent Problem Solving

The role is routine driven, and as such problem solving will be derived from a range of pre-defined solutions. Work is regularly monitored.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of housekeeping equipment.

Informatics

Responsible for ensuring the confidentiality and identity of residents residing at the home.

Communication & Interaction

The role holder may respond to routine enquiries providing some basic information. More complex issues will be referred to the line manager.

Working environment

The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment.

Special Features

The role holder will be expected to undergo training for COSHH, as well as partake in Priory's mandatory training.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	1	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
Innovation - Being forward thinking and thought leaders	1	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
Value - Due to transparency and flexibility	1	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services