

Job Description

Job title	Housekeeper	Job family	Priory Adult Care
Reporting to	Service Manager	Job code	HOS/010
Location	Various across division	Evaluation Date	August 2018

Job 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.

Responsibilities

Quality

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.

Ensures that Priory minimum standards are delivered in all home areas in a timely and efficient manner, as part of a team.

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.

Plans and delivers a comprehensive cleaning schedule and undertakes routine Housekeeping Audits as required.

Uses and stores cleaning products in accordance with COSHH regulations, ensuring that all cleaning and laundry equipment and products are used and stored safely.

Takes responsibility for a safe working environment for self, colleagues, visitors and the people who use the service.

Innovation

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

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

Knowledge / Education / 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.

Communication

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

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the appropriate use of various pieces of catering equipment.

Informatics

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

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 the Company Behaviours	
This provides some guidance on the types of conduct to support the Company Behaviours	
Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector