

### Priory Adult Care – Housekeeper– Job Description

<b>Job title</b>	Housekeeper	<b>Job family</b>	Priory Adult Care
<b>Reporting to</b>	Service Manager	<b>Job code</b>	HOS/010
<b>Location</b>	Various across division	<b>Evaluation Date</b>	November 2020

#### 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.

#### Key Accountabilities

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.

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

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

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

#### 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.

**Safeguarding**

All Priory Group colleagues have a responsibility to safeguard the individual's we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition to who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

**Diversity and Inclusion**

Respects and applies the requirements of diversity and inclusion, promoting and role modelling these across the team

**Working Environment**

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

**Upholding the Company Values**

This provides some guidance on the types of conduct to support the Company Behaviours

Values	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>

Being Supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>