

## JOB DESCRIPTION

**JOB TITLE:** Head Housekeeper

**RESPONSIBLE TO:** Home Manager

**RESPONSIBLE FOR:** Domestic staff

**ACCOUNTABLE TO:** Regional Director

### Care UK's Values:

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

### Job Summary

To lead, manage and supervise the hostess, domestic and laundry staff team to ensure the home achieves an industry leading standard in hotel services provision.

To provide a high standard of hospitality, cleaning and laundry within the home by maintaining an efficient, cost effective, clean hygienic working environment.

The post holder must maintain standards as required in adherence to the Company's policies and procedures.

### Key Responsibilities

- Prepare and maintain a 4 week Rota, ensuring the Housekeeping and Hostess teams are adequately staffed at all times.
- To instruct the Housekeeping team in their role and required duties / allocation.
- To instruct the Hostess team in their required duties.
- To provide hospitality services to residents and their guests. Serving meals, snacks and beverages at their request in the location of their choice.
- Daily to ensure all displayed menus and meal information throughout the home is correct and up to date.
- To consult with residents on a regular basis to ensure that their needs and choices are being met. Obtain feedback from residents and staff regarding cleaning and laundry quality to ensure that we are meeting the needs of the home and our residents at all times.
- To ensure that all cleaning and laundry consumables are ordered from current nominated suppliers in line with Company purchasing policy.
- To ensure stock takes are carried out at the end of each month.
- To work within agreed budget guidelines on staff costs and consumables and to cooperate in any action necessary so as to keep to budget.
- To implement and maintain cleaning schedules for the entire home and ensure that they are adhered to.
- To ensure cleaning of all areas of the home are to the highest standard, including grounds.
- Establish and maintain a rapport with individual residents and agree a convenient time to carry out cleaning of their personal rooms.
- To organise deep cleaning duties when required.

Head Housekeeper

Version 1: February/2012

Owner: Hotel Services Manager

- To ensure the laundry of residents clothing is to the highest standard, including ironing.
- Ensure the Laundry team collect and return laundry to the correct area of the home on a regular basis, and put away personal clothing of residents in a neat and tidy manner.
- Ensure that all residents' wardrobes and clothing drawers are kept clean, neat and tidy.
- Ensure deliveries are checked against order forms and ensure that invoices are accurate, and to action any discrepancies immediately.
- Ensure catering, cleaning and laundry supplies are stored safely and used effectively to minimise wastage.
- Maintain a high standard of hygiene within the home and adhere to COSHH guidelines.
- Maintain health and safety in the home by adhering to the company's policies and procedures at all times, including instructions in the Facilities Manual.
- To co-operate with requests from the Home Manager and residents wherever possible.
- To attend resident/relative meetings whenever possible.

### **Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### **Health and Safety**

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

### **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this job description

Name of post holder .....

Signature .....

Date .....

<b>HAZARDS</b>					
Laboratory specimens	√	Clinical contact with patients/residents	√	Performing exposure prone invasive procedures	
Blood/body fluids	√	Dusty environment		VDU use	√
Radiation		Challenging behaviour	√	Moving and handling	√
Solvents		Driving		Noise	
Respiratory sensitisers		Food handling	√	Working in isolation	

## Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSEs (or equivalent) including English and Maths</li> </ul>	NVQ/Hospitality Management
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supervising a team of staff.</li> </ul>	Previous hotel services experience within a care home environment.
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• To understand and ability to adhere to infection control, health and safety/COSHH guidelines</li> <li>• Proven communication skills both written and verbal.</li> <li>• Proven ability to organise priorities.</li> <li>• To recruit, motivate and lead a team of staff</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to appreciate the needs of others</li> <li>• Ability to work as part of a team</li> <li>• Ability to work unsupervised, using initiative and maintain professional standards, even when under pressure</li> <li>• Flexible to meet the needs of the home</li> <li>• Smart appearance, good personal hygiene standards.</li> <li>• Sense of humour and a lively, sociable personality</li> <li>• Shares ideas with others [to make improvements]</li> <li>• Keen to learn and improve own performance</li> <li>• Committed to communicate with customers to understand their needs</li> <li>• Will go the extra mile to help fulfil customers needs</li> <li>• Has a 'can-do' attitude to work</li> <li>• Enjoys working effectively as part of a team</li> </ul>	