

Job description



Job title:	Head Housekeeper
Responsible to:	Home Manager
Responsible for:	Domestic and Laundry Assistants

Our Values

- ❖ Fulfilling Lives is our core purpose
 - ❖ Every one of us makes a difference is the belief that drives us
 - ❖ Caring, Passionate and Teamwork are the values that underpin everything we do
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Job Summary

To lead, manage and supervise domestic and laundry assistants to ensure the care home is spotless for our residents and that their personal items of clothing are clean and well maintained. You will be responsible for ordering cleaning products, keeping up to date with infection control procedures and maintaining Health and Safety and COSHH regulations.

As a member of the leadership team you will work with other senior colleagues in the home to deliver excellent care for our residents.

Key Responsibilities

Management

- Manage the cleaning and laundry rotas ensuring that adequate cover is provided at all times.
- Induct, train and supervise all new members of the cleaning and laundry team.
- Order cleaning, laundry and kitchen consumables from current nominated suppliers in line with Company purchasing policy.
- 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.
- Make sure that stock levels are maintained and carry out a stock take at the end of each month.
- Work within agreed budgets.
- Talk to residents on a regular basis to ensure that their needs are being met and they are happy with the cleaning and laundry service. Implement any negative feedback to ensure that standards are maintained.
- Maintain a high standard of hygiene in the care 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 at the request of the Home Manager.
- Carry out appraisal and supervision with housekeeping teams.
- To ensure that colleagues undertake and maintain their mandatory and regulatory training.

Cleaning

- Implement and maintain cleaning schedules for the entire home and ensure that they are adhered to.
- Carry out daily inspections of the care home to ensure that all areas maintained to company standards.
- Establish a relationship with individual residents and agree a convenient time to carry out cleaning of their personal rooms.
- Ensure that cleaning equipment is in good working order, report any faults and make sure that domestic assistants know how to use the equipment.

Laundry

- Carry out regular checks to ensure that the personal clothing laundry service is to the highest standard, including ironing.
- Ensure the laundry team collect and return laundry to the residents on a regular basis putting away personal clothing.
- Ensure that residents' wardrobes and drawers are kept clean, neat and tidy.
- Ensure that washing machines are operated as per operating procedures
- Ensure driers filters are cleaned daily

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.
- To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

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.

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • NVQ in hospitality management
Experience	<ul style="list-style-type: none"> • Experience of supervising a team 	<ul style="list-style-type: none"> • Hotel services experience in a care home environment
Technical Skills	<ul style="list-style-type: none"> • Knowledge of infection control, health and safety and COSHH • Time management and organisational skills • Excellent communication skills, both written and verbal 	
Personal Qualities	<ul style="list-style-type: none"> • Self-motivated, flexible and enthusiastic approach to work • Has a 'can-do' approach to work • Works collaboratively with others sharing ideas and information at all times • Effectively builds trust with a consistent approach between actions and words • Ability to appreciate the needs of others • Enjoys working as part of a team • Ability to work unsupervised, using initiative and maintains professional standards, even when under pressure • Awareness of personal hygiene • Keen to learn and improve own performance • Committed to communicate with customers to understand their needs • Will go the extra mile to help fulfil customer's needs 	