



Job Description

Position Held: Housekeeper

Reporting to: Home Manager

Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, with significant expansion plans for the future.

Whilst we aim to be a profitable company and provide shareholder returns, our mission is:

*“By prioritising **our people**, our mission is to provide the **highest standards of care** in our own homes and to improve elderly care across our industry”*

Job Purpose

As a housekeeper, you would be responsible for organising staff to ensure the highest standard is given and maintained. You will make sure that all the rooms are kept clean and tidy. As a housekeeper, you will need to be able to encourage and motivate staff. You must have strong communication skills. You will also have to cope with problems and emergencies.

Objectives of the Job Role

1. Ensure that the home is clean and tidy at all times. Bedrooms are given a full spring clean every time a resident moves out and at least once a year if the same resident remains in the room. Communal rooms are given a full spring clean at least twice a year
2. Ensure all documentation is consistently completed throughout the year. Ensure both internal infection control audits and external inspections score highly and action plans are completed within a month
3. Ensure that janitorial orders are made punctually once a week and that the janitorial costs kept within budget throughout the year

You will also have an additional objective that is personal to you. It will be set by your manager for you to work towards throughout the year.

Person Specification

Jasmine Values

Job role holder must exemplify the company's values, which are:

1. Passionate about providing the Highest Standards of Care
2. Committed to Training
3. To want to be One Big Team
4. To Communicate Openly, Honestly & Effectively

5. To Have & Reward a Strong Work Ethic
6. To provide a Positive Working Environment
7. To provide a Homely place for our Residents to live
8. To Embrace Change
9. A belief that everyone is an Ambassador for Jasmine
10. To act with Integrity by always doing what we say we will
11. To Care for the Environment

Competencies

- ✿ Team player
- ✿ Ability to work under pressure
- ✿ Willingness to go above and beyond to meet the needs of our residents
- ✿ Good time management skills
- ✿ Flexibility with working hours
- ✿ Good written and oral communication skills
- ✿ A positive and enthusiastic outlook

Skills, experience and professional qualifications essential

- ✿ Knowledge of health and safety in the workplace
- ✿ Hold a relevant level 2 or 3 qualification (or willing to work towards this)

Skills, experience and professional qualifications preferred

- ✿ Experience supervising staff

Key Responsibilities

Caring for our Residents

- ✿ Ensure all staff instil a culture of putting residents needs first and providing excellent care
- ✿ Ensuring bedrooms, corridors and public areas are kept clean and tidy to the required standard and beds are always made up neat and tidy with clean bedding.

Training

- ✿ To keep all mandatory training up to date and complete additional training as required/
- ✿ To attend face to face training sessions as needed.
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions and development requirements

Team Work

- ✿ Support the Housekeeping Team in the smooth running of housekeeping shifts.
- ✿ Support the wider team as needed to ensure the highest level of care for our residents

Communication

- ✿ Attend and contribute to housekeeping meetings and general staff meetings to maintain communication between all levels of staff

- ✿ Maintain good working relations with all colleagues at all times.
- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. staff issues, complaints, inspections) at all times
- ✿ Maintain accurate written records

Work Ethic

- ✿ Experience supervising staff
- ✿ To work flexibly to meet the needs of the residents
- ✿ To ensure a high standard of cleanliness throughout the home

Positive Work Environment

- ✿ To be aware of Jasmine Healthcare's philosophy and to contribute ideas to improve the standard of care provided.
- ✿ To maintain a positive and professional outlook whilst at work, and whilst representing Jasmine Healthcare in the community.

Providing a Homely Environment for our Residents

- ✿ To complete daily and weekly housekeeping and laundry activities as detailed on the schedule

Embrace Change

- ✿ To engage with the Deputy Manager and Home Manager during appraisals and supervision sessions.
- ✿ To attend and contribute to team meetings and relatives meetings
- ✿ Implement Residents and Relatives Quality Assurance questionnaire action plans

Ambassadorship

- ✿ Always wear clean uniforms and only wear essential jewellery
- ✿ To maintain a professional attitude when dealing with relatives, outside agencies and other visitors to the home.

Integrity

- ✿ To report any safeguarding concerns or concerns about practise to either the Manager or Jasmine's Compliance Support Manager
- ✿ Report any equipment defects and withdraw from use immediately
- ✿ Work within all relevant policies and procedures e.g. Fire, COSHH, Health & Safety

Environmental Impact

- ✿ Report any leaks or issue to the Maintenance Person
- ✿ To be aware of the location of all fuse boards, boilers, water stop taps and regulators for heating.

Additional Responsibilities



The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

Job holder's signature

Manager's signature.....

Dated.....