

## **JOB DESCRIPTION**

### **HOSPITALITY ASSISTANT**

#### **General Scope of the Post**

Accountable to the Head Housekeeper and Care Services Manager for maintaining cleanliness and tidiness of the Home. Where specified, providing a laundry service including the operation of commercial washing and drying machines.

To promote the philosophy of privacy, dignity, independence, choice, rights and fulfilment for all clients, treating everyone with respect and actively encouraging participation in activities of daily living within managed risk taking.

#### **Principal Duties**

- Keeping all communal areas of the Home, including all toilets, clean and tidy. This includes washing, dusting, polishing, vacuum cleaning and sweeping as appropriate.
- Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition. Where an item of equipment requires repair this should be reported to the Head Housekeeper and/or Bursar.
- Ensuring that the Head Housekeeper and/or Bursar is aware of the need for replacement materials and equipment for the satisfactory performance of your duties.
- Wear protective clothing in accordance with COSHH and Health and Hygiene regulations and Infection Control guidelines.
- Ensure that you are actively involved in supporting residents during meal times, supporting protected meal times for all.
- Involve residents in activities of daily living in line with individual wishes and aspirations.

#### **Laundry**

- Sorting washing, load and unload machines taking care to use correct temperatures depending on types of fabric.
- Sluicing of linen where necessary, hand-washing of resident's clothing as required.
- Ironing and pressing of clothing and linen as necessary.
- Sorting and folding residents clothing ready for support staff to assist residents in putting these away.
- Ensure working within infection control guidelines.
- To undertake such other duties as may be determined from time to time within the general scope of the post.

#### **General Requirements**

In addition to the above, there are some general requirements that apply to all jobs in the Home:

- Take responsibility for the safeguarding of adults, and follow the Trust's whistle blowing policy as required.
- Participate in staff meetings
- Participate in training activities
- Participate in staff supervision and personal development review
- Participate in quality assurance systems
- Take responsibility for personal development by keeping abreast of developments in the field of caring for older people.
- All duties must be carried out to comply with: -
  - Notification of accidents and other health and safety requirements

- Statutory legislation in particular the health and hygiene regulations
- Nationally and locally agreed codes of good practice
- Fire precautions
- Equal opportunity and the Trust's anti-discriminatory policy.

### **Health and Safety**

Be responsible for your own health and safety and that of anybody else who may be affected by your acts or omissions.

### **Organisational Relationships**

The Hospitality Assistant will be accountable to the Head Housekeeper and Bursar.

## PERSON SPECIFICATION

### HOSPITALITY ASSISTANT

| ESSENTIAL  |    | DESIRABLE   |    |
|--|----|---|----|
| <u>Qualifications</u><br>No formal qualifications<br>Must be able to demonstrate literacy and numeracy skills  | E1 | Level 2 Diploma in Housekeeping or equivalent.  | D1 |
| <u>Experience</u><br>Housekeeping experience in a care home setting.   | E2 | Previous housekeeping experience within a residential or home setting.                                  | D2 |
| <u>General Aptitude:</u><br>A liking for older people and the ability to relate to them in a sensitive manner.<br>Pride in housekeeping provision.                   | E3 |   |    |
| <u>Motivation</u><br>A positive attitude and commitment to high standards of housekeeping.   | E4 |   |    |
| <u>Knowledge</u>   |    | Understanding of responsibilities under HSAW Act, COSHH, Infection Control, Essentials of Food Hygiene. | D3 |
| <u>Specific Skills:</u><br>Ability to work on own initiative and prioritise work schedules.<br>Good communication skills.  | E6 |   |    |
| <u>Interpersonal Skills</u><br>The ability to form positive relationships with colleagues.   | E7 |   |    |
| <u>Team Skills</u><br>The ability to work as part of a team and to promote harmonious working relationships by recognising that everyone has a contribution to make. | E8 |   |    |