

JOB DESCRIPTION

HEAD HOUSEKEEPER

General Scope of the Post

To lead the team of Domestic Assistants, including Laundry Assistants, to ensure that the interior of the establishment, furniture, fitting and fixtures are clean, tidy and maintained to the highest standards of cleanliness and hygiene.

Principal Duties

- Take the lead and assist the Home Manager to supervise a team of domestic staff to tidy, clean and polish the furniture, fitting and fabric of the establishment to specified standards and frequencies, including using electrical or mechanical aids. Take the lead in making suggestions for the improvements of the Domestic team working schedules.
- Encourage and facilitate induction training for newly appointed Domestic and Laundry Assistants and provide information to the Home Manager for appraisal for those staff.
- Take responsibility for the checking of all goods and supplies required by the Domestic team and report shortages and order requirements to the Home Manager.
- Carry out elementary checks of equipment used by the Domestic team, and refer any defects which require attention to the Home Manager.
- Responsibility of supervisions and personal development reviews for domestic staff.
- Attend appropriate training sessions and staff meetings as requested by the Home Manager.
- Adhere to the Health and Safety Manual and be aware of emergency procedures and report hazards to the Home Manager. Respond to emergencies as appropriate.
- Take the lead on Staff Roster for the Housekeeping Team
- Undertake additional duties from time to time within the responsibility level 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.
- Participation in staff meetings
- Participation in training activities
- Participation in staff supervision and personal development review
- Participation 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

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

PERSON SPECIFICATION

HEAD HOUSEKEEPER

ESSENTIAL		DESIRABLE	
<u>Qualifications</u> NVQ Level 3 in Multi-Skilled Hospitality Services (or working towards). Must be able to demonstrate literacy and numeracy skills.	E1		
<u>Experience</u> Housekeeping experience in a domiciliary or family setting. Previous housekeeping experience within a residential home setting.	E2		
<u>General Aptitude</u> A liking for older people and the ability to relate to them in a sensitive manner. Pride in housekeeping provision.	E3		
<u>Motivation</u> A positive attitude and commitment to high standards of housekeeping whilst respecting the individual wishes of residents in whose home he/she is working.	E4		
<u>Knowledge</u> Understanding of responsibilities under HSAW Act, COSHH, Infection Control, Essentials of Food Hygiene.	E5		
<u>Specific Skills</u> Ability to work on own initiative and prioritise work schedules. Good communication skills.	E6		
<u>Interpersonal Skills</u> The ability to form positive relationships with colleagues.	E7		
<u>Team Skills</u> 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		