



<b>POST:</b>	<b>SUPPORT SERVICES ASSISTANT (Housekeeping)</b>
<b>RESPONSIBLE TO:</b>	Head of Support Services
<b>ACCOUNTABLE TO:</b>	Director of Nursing and Operations
<b>KEY RELATIONSHIPS:</b>	Housekeeping Team Leader, Head of Support Services, Director of Nursing and Operations, Residents, Healthcare Assistants and Supervisors, Clinical Managers, Sisters/Charge Nurses, Support Services team

### **Introduction**

The tasks and competencies listed below are those that the jobholder is expected to demonstrate immediately on taking up the post. They constitute the minimum standards of performance. They are not intended to be exhaustive and the jobholder will be expected to constantly enhance and add to their competence and skill set.

The jobholder's progress will be monitored and assessed against these competencies, and any further outcomes derived from key targets and performance indicators.

### **Job purpose and description**

The Support Services Assistant (Housekeeping) undertakes a range of service and cleaning duties throughout the Home, to ensure that the environment is safe and pleasant for staff and residents. Reporting directly to the Head of Support Services and under the supervision of the Housekeeping Team Leader, key duties and responsibilities will include:-

#### **1. Cleaning (reception, wings, offices, hatch, toilets, kitchens and other areas as required) according to rota**

- Sweep or suction clean or dust or mop/spray areas/surfaces to be cleaned as appropriate
- Dust or damp clean windows, window sills, banisters and handrails, pipes, radiators, paintwork, doors, walls etc
- Buff floor areas using appropriate machinery
- Clean furniture, fittings, fixtures, crockery, cutlery, trolleys, water jugs, trays, dishwashers, shelves
- Wash up in hatch after meals

- Empty refuse bins and restock bags
- Clean all sanitary ware
- Replenish toiletries
- Clean and polish glass, mirrors, sinks, washbasins, tiles
- Remove, have cleaned and rehang curtains
- Clean cupboards and lockers (in resident rooms personal belongings may be moved with care and repositioned after cleaning)

## **2. Supporting the dining room service (breakfast, lunch and dinner), ensuring that:**

- the dining room is properly laid out for each service following an agreed seating plan
- supplies e.g. condiments, serviettes etc are replenished
- effective liaison is maintained between dining room staff and the kitchen team and carers
- the correct meals are delivered to the correct resident
- residents are treated as individuals and receive a customer-centred experience

## **3. Laundry**

Collect dirty laundry and return it clean. Ensure all residents' personal laundry is washed, ironed, folded and stored in named laundry baskets for collection by the Health Care Assistants.

### **Laundry duties**

- Fill the steamer tank to correct levels and maintain at the correct temperature for effective use
- Collect dirty laundry from pick-up points around the Home observing health and safety rules, launder it effectively and return it to the correct place in time for clinical use and for residents to wear.
- Operate the pump iron safely and effectively
- Iron and fold sheets, pillow cases and any other linen as required ready to be put in the linen cupboards on the correct wards following colour coding system.
- Wash mop heads and other non-disposable cleaning equipment for the Housekeeping team
- Ensure that stocks of clean linen are maintained in store cupboards for Ward staff to use.
- Carry out mending of laundry items from time to time.

### **Cleaning and laundry maintenance**

- Vacuum all washing machine and dryer filters at the end of each day.
- Ensure that shelves are loaded appropriately and that resident clothing is separated and neatly folded.

### **General cleaning and health and safety**

- Areas are thoroughly prepared prior to cleaning and surfaces are cleaned effectively and dried appropriately
- Risks and hazards are identified and any remedial action is taken

- The correct cleaning materials and equipment are used
- Areas are left tidy and free from hazards
- Machinery (e.g. washing machine, tumble dryers, iron and sheets presser) are used in accordance with the manufacturer's instruction as per its intended use, and in accordance with Care for Veterans policies and procedures.
- Machinery is stored safely, clean the filters, vacuum all around, keep the sink and the machines clean, wash floors, empty bins, close down the laundry properly at the end of the day.

#### **4. Other**

- Carry out other relevant duties that may be required for the effective running of the home
- Provide cleaning or other assistance in the main kitchen if required
- Setting up trays, collecting water jugs and glasses and refilling them if necessary
- Assisting with functions e.g. laying up trays, buffets etc
- Accept redeployment to other appropriate roles and tasks if required to do so.

#### **5. Health and safety requirements of the role**

Ensure that:

- machinery (e.g. floor machines, vacuum cleaners, carpet cleaners) are used in accordance with the manufacturer's instruction as per its intended use, and in accordance with the organisation's policies and procedures, and that they are stored safely when not in use.
- the correct cleaning materials and equipment are used according to the surface area being cleaned
- surfaces are cleaned and dried effectively to an agreed standard using appropriate methods
- areas are left tidy and free from hazards; risks and hazards are identified and remedial action is taken
- appropriate health and safety devices are employed to make areas safe prior to cleaning
- Accidents and incidents are properly recorded and reported

Any of the aforementioned duties may be assigned to the role holder at any time without notice according to operational need. Changing duties and tasks within the scope of the role will not constitute a change of role.

## Personal specification

- Good communication skills with a wide variety of residents, relatives, clinical staff and support services colleagues.
- Service oriented – strives to provide excellent value for money to residents and colleagues; displays a 'can-do' attitude.
- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability
- Professional – must remain calm under pressure; preserve resident and home confidentiality; display a positive view of individuals' unique needs and abilities.
- Proactive – able to predict the needs of residents and colleagues and respond effectively to these
- Resilient – able to cope well with set routines
- Reliable – must show high levels of personal commitment to the role, to residents, and to team members
- Accountability – must display awareness for own actions and accountability for them
- Procedural – must display knowledge and commitment to home policies and procedures
- Flexible – responds positively to the operational needs of the home by accepting deployment in different home areas when required and different shifts and work routines as appropriate.
- A satisfactory enhanced DBS certificate is required.

## Organisational Competencies

The following organisational competencies are applicable to all employees working at Home.

### 1 Budget Management and Resource Control

- \* Use available resources appropriately
- \* Identify and reporting shortages
- \* Suggest measures which would make more effective, efficient and economical use of resources

### 2 Developing teams, individuals and self

- \* Identify individual learning needs and undertake required development plan
- \* Actively participate in the supervision and appraisal (IPR) process
- \* Provide feedback to Line Managers where there are difficulties

### 3 Planning, Allocating and Evaluating work

- \* Undertake agreed activities in line with departmental objectives
- \* Contribute to the review process by providing feedback on work activities

#### **4 Recruitment and Selection**

- \* Contribute to the orientation of new staff

#### **5 Managing Change**

- \* Remain open and receptive to change
- \* Work with others to implement change
- \* Take part in the evaluation of change

#### **6 Data Protection**

Adhere to legislative requirements by ensuring the compliance of oneself and others

#### **7 Health and Safety**

Adhere with legislative requirements by ensuring the compliance of self and others

#### **8 Disability Awareness**

- \* Acknowledge and value the contributions of all residents
- \* Display an understanding of the needs of individuals with a disability
- \* Respect the privacy and dignity of all residents at all times

#### **9 Communication**

- \* Ensure that all written documentation is legible and accurate
- \* Ensure that verbal explanations are clear and accurate
- \* Ensure that you present in a friendly and helpful manner in all communications and interactions
- \* Actively participate in the team briefing process
- \* Minimise jargon and abbreviations
- \* Actively listen to others views before expressing own views
- \* Share relevant information with appropriate colleagues

#### **10 Organisational Awareness**

To demonstrate motivation, commitment and critical awareness of their role, and that of their team members by:

- \* Promoting good practice to achieve the aims and objectives of the organisation
- \* Being positive about the organisation and its vision
- \* Attending all mandatory training as stipulated by the organisation
- \* Being aware of and adhering to all organisational policies and procedures

#### **11 Personal Awareness**

- \* Demonstrate appropriate behaviour in stressful and difficult situations
- \* Display an awareness of your own capabilities and areas for

- improvement
- \* Initiate and participating in the change management processes

**12 Teamwork**

- \* Recognise and value individual team members
- \* Display sensitivity to others' feelings and needs
- \* Acknowledge and uphold equal opportunities for all team members

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.

I have read, understood and accepted the duties and responsibilities outlined in the above.

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_