

JOB DESCRIPTION

Job Title:	Housekeeper
Hourly Rate:	£12.71
Responsible to:	Customer Service Manager

Main Purpose of the Role

- To deliver a high-quality housekeeping service (cleaning, domestic and laundry) throughout the Service in accordance with statutory regulations to meet the requirements of the service users.

Responsibilities of the Role

- Carry out a full range of routine housekeeping tasks in accordance with Southend Care's standards, policies and procedures, ensuring high standard of cleanliness and compliance with infection control procedures
- Ensure that all equipment is used correctly and kept in working order, reporting any faults or issues
- Report faults, hazards and repairs to ensure a safe working and living environment.
- Ensure that housekeeping schedules are adhered to and complete all necessary documentation and record keeping
- Support in the training and induction of staff
- Maintain effective relationships with service users, staff and other internal and external customers
- Contribute, as appropriate, to special projects and change programmes in support of the Southend Care's objectives
- Contribute to the overall aim and vision of Southend Care Ltd, and working in accordance with the company's values and behaviours

Resources:

- Responsible use of all equipment used to assist with role

Work Environment

- Primarily Brook Meadows House
- Will be required to work within any service within Southend Care Ltd when services are in an emergency or as directed by the Service Manager

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Knowledge, Experience Skills and Abilities	▪ Experience of providing domestic services in a care setting – Desirable ▪ Proven experience of working to deadlines and prioritising workloads ▪ Previous experience in operating cleaning machinery ▪ Good understanding of written and spoken English ▪ Good communication skills ▪ Good customer care skills ▪ Basic Microsoft Word ▪ Basic Microsoft Excel ▪ Email and internet communications	D E E E E E E E E E	A & I
Values <i>(Demonstrates the Company's Values and Behaviour i.e. the how)</i>	We are Caring - always providing person centred care and support we would want for ourselves & loved ones. We are Passionate- about care & having pride in being part of SCL We are Diverse – inclusive, recognising diversity through celebrating differences We are Empowering – enabling everyone to fulfil their potential, taking ownership & being accountable We are Innovative – able to take on new challenges & seek solutions with a balanced care & commercial mind set	E E E	