

JOB DESCRIPTION

POST: Head Housekeeper

ACCOUNTABLE TO: Home Manager

ACCOUNTABLE FOR: Housekeeping Staff

JOB PURPOSE

To manage the housekeeping, including laundry services, to ensure that a high standard of cleanliness is maintained within available resources and within agreed budget.

KEY RESPONSIBILITIES

1. Provide direction, support and supervision to housekeeping staff and ensure allocated tasks are performed by the designated member of staff in accordance with COSHH regulations, Infection Control, policies and procedures, reporting any concerns to the Home Manager.
2. Ensure cleaning and laundry equipment is maintained and operated by staff in accordance with manufacturer's instructions and health and safety guidelines.
3. All repairs and faults are reported to the Home Manager promptly and recorded in the maintenance book.
4. Ensure residents' rooms are ready for occupation within the agreed timescales and show rounds are presented to the Company's standard.
5. Prepare schedules which identify and allocate responsibility for daily, weekly, monthly, annual and cyclical cleaning tasks.
6. Manage and operate within the designated budgets for cleaning supplies, protective wear and personal hygiene.
7. Order, store and maintain a working/operational stock of cleaning products, aprons, gloves and personal protective wear.
8. Provide induction, supervisions and appraisals to housekeeping staff, reviewing work performance and identifying individual training needs.
9. Work as a team player to create and maintain a co-operative friendly and welcoming atmosphere within the home.
10. Attend induction, supervisions and appraisals , staff meetings and staff training as required and have a willingness to learn.
11. Attend Head of Department meetings.
12. Be familiar and comply with all of Care South's policies, procedures, practices and standards.
13. To undertake any other comparable duties as may be required by the management of the home.

To undertake to live by our Care South **HEART Values** of **Honesty, Excellence, Approach, Respect and Teamwork**, and to make them fundamental to the way you work and the way in which you treat your colleagues.

Person Specification

Competency	Essential	Desirable
Knowledge of	<ul style="list-style-type: none"> • Awareness of COSHH, fire precautions, infection control and health and safety 	
Experience of	<ul style="list-style-type: none"> • Housekeeping role • Confidentiality and Data Protection 	<ul style="list-style-type: none"> • Supervision of staff
Skills, Characteristics and Attributes	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Organised, methodical, honest and committed approach to ensure the required standards are met • Patient and calm demeanour in the face of obstacles or crises • Enthusiastic with a positive attitude to work • Resilient and able to cope with change • Able to work on own initiative and as part of a team to meet common goals. • Contributes to a working environment which respects and values the individual and is free from bullying & harassment and all forms of discrimination 	<ul style="list-style-type: none"> • An awareness of the core values of Care South to provide high quality service