

Our Values:

Support and listen

Use an open, honest culture

Put you at the heart of our service

Ensure you feel safe

Respect your life choices

Be kind and compassionate



Job Title: Housekeeping / Laundry Assistant
Reporting to: Housekeeping Lead
Hours of work: Flexible up to 36 hours per week, on a rolling shift pattern including alternate weekends, bank holidays and evenings as required to meet service needs

Job Purpose

To clean and maintain a tidy environment to make the residents' personal and shared areas welcoming and presentable, and to reduce the risk of cross-infection. To maintain high standards of environmental cleanliness and meet health and safety requirements in regard to cleaning products and tasks. To undertake laundry tasks, being aware of fabric care requirements.

Main Duties and Responsibilities

- Deliver a high-quality housekeeping service, providing a clean and tidy environment across resident and staff areas, replacing toiletries as required
- Carry out regular disinfection, and deep cleaning as required
- Assist colleagues to serve and clear up after meals, washing up and storing crockery and utensils as required
- Use appropriate methods and products to clean carpets, hard surfaces, bathrooms, etc safely and correctly
- Maintain the cleanliness and tidiness of the home, ensuring all equipment and chemicals are used and stored safely, and COSHH regulations are followed
- Dispose of waste in designated external bins
- Assist colleagues with supporting residents' requirements where trained to do so

General

- Work effectively in your team, sharing knowledge and best practice
- Comply with company policies and procedures and ensure up to date knowledge
- Practice responsible safeguarding, raising awareness of risks and hazards
- Keep accurate records in line with the National Standards of Cleanliness
- Maintain confidentiality
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Personal Assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Interest in working in residential care setting	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Conscientiousness, care, and compassion	E	I
6. Patience	E	I
7. Empathic approach	E	I
8. Willingness to participate in training sessions as required	E	I
9. A reasonable level of fitness	E	P
10. Commitment to Equality, diversity, and inclusion	E	I
11. Clear understanding of confidentiality	D	A, I
12. Able to deliver excellent customer service	D	A, I
13. Commit to learning how the companies digital system's work and to use them on a daily basis	E	A, I
Experience:		
1. Experience in a social care environment	D	A, I
2. Experience of working with older people	D	A, I
3. Experience of working with people with dementia	D	A, I
4. Knowledge of health and safety standards	D	A, I
5. Understanding of safeguarding adults at risk	D	A, I
6. Previous cleaning experience	D	A, I
Qualifications / Training:		
1. Level 2 or 3 NVQ Diploma in Housekeeping	D	A
2. British Cleaning Certification Award	D	A
3. First Aid	D	A
4. Dementia awareness	D	A, I
5. Health and Safety, e.g., moving and handling, COSHH	D	A, I

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.

I acknowledge the receipt of the above job description:

NAME: _____

SIGNATURE: _____

DATE: _____