



St Monica Trust

Housekeeper Role Profile

“This role is as much about people and caring as it is about housekeeping. Our Housekeepers are highly regarded by our residents –they might be the only person a resident sees that day. If you enjoy working with people, have a positive attitude and can multi-task, this could be the role for you.”

Facilities Services Manager

Role purpose:

The role of the Housekeeper is to ensure the provision of a reliable and efficient cleaning service and to provide a quality service in the delivery of food and beverages to St Monica Trust staff and residents.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites.



Duties

1. Provide full cleaning and meals service as required on a day to day basis.
2. Control of cleaning stores and equipment for area allocated.
3. To comply with Health and Safety regulations and legislation in relation to tasks undertaken and to report any situations that could be considered hazardous.
4. To maintain a high standard of hygiene in accordance with Food Hygiene legislation and St Monica Trust's policies and procedures.
5. To show and maintain respect for individuals' homes, living and working environments.
6. To build relationships of trust with residents – demonstrating the values of St Monica Trust.
7. Provide assistance to other teams as and when required.

What our residents say:

They are part of the family...and look after me

Take pride in their work

If problems arise, they reassure you – "we'll see to it"

Tailor their service to meet expectations of individuals

Main Tasks

Cleaning and maintaining equipment

1. Undertake general cleaning of designated areas including residents' homes and living environments and ensure they are kept in a clean and hygienic condition.
2. Undertake general cleaning of designated areas within communal and office spaces.
3. Responsible for ordering hard stores for area allocated.
4. Maintain stock of dry goods etc. as required.
5. Maintain equipment supplied to a high standard, reporting to manager any defects found with equipment and buildings.
6. Assemble any food waste/disposable items for collection.
7. Wash up cutlery and crockery as required.

Food and catering

8. Service of food and beverages to residents, staff and visitors, including preparation of trays, trolleys and respond to any other requests made by residents.
9. In our Nursing Care Homes, you may be required to cut up resident's food and help at meal times.



Care and well-being

10. Ensure comfort of resident while in their home and living environment. For example propping up cushions, ensuring magazines/books are within reach etc. Always with the advice or guidance of a member of the Care and Support team or within the set Health and Safety procedures of the home.
11. In our Nursing Care Homes and dementia homes, you will come into contact with residents with changeable and sometimes challenging behaviour. Being able to manage on-going contact with residents who have dementia while conducting your normal duties is crucial.
12. Monitor residents' general standard of living and well-being. For example, reporting when a resident is getting up later than usual, acting differently or showing signs of deteriorating health.
13. Keep resident informed of progress, following up on tasks as requested.
14. As and when appropriate, tailoring service to suit the residents' requirements – reporting to manager anything unsure of or out of the ordinary.
15. Demonstrating compassion, patience and care at all times.
16. Report or escalate concerns over residents or tasks, in relation to Health & Safety and well-being, to your team leader/supervisor or appropriate senior members of Care and Support teams.

General

17. Complete tasks and jobs within set times, keeping stake-holders (residents, team members, managers) informed of progress when necessary.
18. Support team members during busy times, occasionally meaning dropping tasks and re-ordering work.

What our Housekeepers say:

I never realised how satisfying this job could be

We really enjoy the variety

Need to be flexible... sometimes you need to change your routine at short notice

Build trust and a professional relationship with residents

Able to deal with occasional challenging people or very unwell people

We pull together to get things done



Person specification		
<p>The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.</p>		
Skills		
<p>Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions. Attention to detail. Calm in times of pressure or emergencies – e.g. reporting and managing incidents.</p>		
<p>Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative and intuition. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.</p>		
<p>Working with others Demonstrates strong client focus - prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors. Keep relevant people informed as appropriate.</p>		
<p>Well-being and Values Demonstrate values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of all our residents. Ability to show empathy.</p>		
<p>Time management Organising skills – being able to plan ahead, meet deadlines. Conducts tasks in a structured and logical way. Factoring in the unexpected!</p>		
Knowledge, qualifications and experience	Essential	Desirable
Experience of cleaning or catering work		✓
Good food hygiene practices/ health and safety knowledge		✓
Familiarity with cleaning techniques	✓	
Able to work independently	✓	
Respects confidentiality	✓	
NVQ Level 1 Catering (or equivalent)		✓
Worked within a care setting/ with older people and/or people with dementia		✓
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equal Opportunities Policy. 		
<ul style="list-style-type: none"> This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. 		
<ul style="list-style-type: none"> This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application. 		