

Job Description

Job title	Housekeeper	Job family	Healthcare
Reporting to	Unit Manager	Job code	HOS/010
Location		Evaluation Date	15/02/2013

Main Purpose

Required to deliver an efficient and high quality accommodation and housekeeping service within the home to assist the well-being, comfort and development of our residents.

Key Accountabilities

Quality

1. Delivers and maintains a clean and tidy environment throughout the home, in line with operational standards and ensures that work processes comply with statutory regulations.
2. Ensures that Priory minimum standards are delivered in all home areas in a timely and efficient manner, as part of a team.
3. Identifies and reports damage, faults and other related issues to the maintenance department or home manager to ensure that environmental conditions continue to meet quality standards and statutory regulations.

Innovation

4. Adopt new services that are already introduced within the group.

Value

5. To use equipment efficiently, in order to gain a greater value for money.

Knowledge & Skills

The role holder will have a good standard of English along with basic numeracy and literacy skills.

Experience

No experience required as basic training will be provided.

Autonomy & Impact

The role holder undertakes routine and regular tasks, but can alter the sequence of tasks on a daily basis.

Intelligent Problem Solving

The role is routine driven, and as such problem solving will be derived from a range of pre-defined solutions.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of housekeeping equipment.

Informatics

Responsible for ensuring the confidentiality and identity of residents residing at the home.

Communication & Interaction

The role holder may respond to routine enquiries providing some basic information. More complex issues will be referred to the line manager.

Working environment

The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment.

Special Features

The role holder will be expected to undergo training for COSHH, as well as partake in Priory's mandatory training.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services