



JOB DESCRIPTION

Job Title:	Housekeeper
Responsible for:	Housekeeping/Laundry Assistants
Accountable to:	Front of House (FOH) Manager/General Manager
Location:	Belong Village Community

JOB PURPOSE

- To manage the day to day delivery of a housekeeping and laundry service to ensure the highest standard of cleanliness, hygiene and comfort for customers within all village facilities and households.

KEY OBJECTIVES

- To ensure that housekeeping and laundry services are delivered in a manner that upholds the core values of Belong and in accordance with organisational requirements to ensure the health, safety and wellbeing of customers, team members and other visiting members of the community that Belong serves.
- To ensure that the range of housekeeping services provided are responsive to the changing needs of customers to enable them to maintain household accommodation.
- To ensure that the services provided create a village environment and facilities that are attractively presented, clean and safe for all members of the community that Belong serves to enjoy.
- To support the Front of House Manager in ensuring that services are delivered in a cost efficient way and in line with budget.

SUPPORTING OBJECTIVES

Service Delivery

- To ensure that cleaning tasks are completed to the required standard and in accordance with the work schedule by all members of the housekeeping team.
- To ensure that vacant rooms and apartments are always prepared for prospective customers to view and that any assistance required is made available to support residents moving into their new home.
- To ensure that all cleaning/laundry products are ordered through approved suppliers and that product data sheets are available as guidance for all users on their safe handling, use and storage and that a COSHH register of products is maintained in accordance with Health and Safety Policies and Procedures.
- To carry out routine checks throughout the day to ensure that all communal areas are clean, well presented and that all outstanding cleaning has been completed to the required standard.
- To ensure adequate and appropriate arrangements are in place and maintained for the safe storage and disposal of household and contaminated waste in accordance with the organisations policies and procedures.
- To complete and check records of all work completed and cleaning stocks used in accordance with work schedules and stock control procedures.
- To report immediately any faulty appliances, damaged furniture, equipment or any potential hazard to the Front of House Manager or General Manager.
- To ensure all equipment is used properly, cleaned after use, stored safely and well maintained in accordance with manufacturers instructions and electrical testing procedures.
- To ensure village equipment and supplies are regularly checked, maintained and replaced as required.
- To ensure that clean linen and residents clothing is returned from the central laundry to the appropriate household storage, customer's room or apartment.

- To report immediately any unsafe situation, accident, injury or illness of a customer, colleague, self or another to the Front of House Manager or General Manager and/or other appropriate senior member of the team.
- To ensure that customer's privacy, dignity and choice is at all times respected by ensuring they are always consulted with and have the opportunity to participate in domestic and laundry activities relating to maintaining their personal care and household accommodation.
- To ensure that confidentiality of customer information is protected and that any concerns are reported to the appropriate member of the senior management team in accordance with Safeguarding Vulnerable Adults and Speaking out at Work Policies and Procedures.

Team Leadership & Participation

- To participate in the recruitment, selection and induction of new members of the housekeeping and laundry assistant team.
- Assist the Front of House Manager in preparing housekeeping and laundry service specifications and work schedules.
- To ensure the smooth running of the housekeeping and laundry services by providing direct supervision and support to the housekeeping and laundry assistants.
- To liaise with the Front of House Manager to put in stock control procedures and ordering cycles to ensure adequate supplies are maintained in line with agreed budgets.
- To work flexibly as part of the team and to manage the housekeeping and laundry rotas to ensure the standard level of service to customers is maintained 7 days a week.
- To promote a positive image of the service by developing and maintaining good relationships with customers, team members, professionals and other visitors to the village.
- To contribute to the effective performance of the team and the development of service by attending and participating in regular team meetings.
- To provide appropriate and timely assistance to customers and team members as required in response to emergencies.
- To promote and act at all times in accordance with the organisations Fair Treatment at Work and Equal Opportunities Policies and Procedures.
- To undertake any other task reasonably requested in relation to the overall provision of services within the village to ensure service levels to customers are maintained to their satisfaction.

Learning & Development

- To attend and participate in any on or off-site mandatory and organisational training that is required to ensure the health, safety and wellbeing of customers, colleagues, self and other visiting members of the Belong community.
- To maintain job knowledge and competence by keeping up to date with best practice as part of an ongoing personal development plan.
- To contribute to the induction, on-going development and appraisal of members of the housekeeping and laundry team as requested by the Front of House Manager.

PERSON SPECIFICATION - House Keeper



FACTORS	ESSENTIAL	DESIRABLE
Special Qualities/Personal Attributes	<ol style="list-style-type: none"> 1. Willing and motivated to learn and develop job skills and knowledge of self and others. 2. A desire to serve others and to undertake a range of tasks to support customers and team members. 3. An appreciation of and commitment to the Belong values. 4. Demonstrates warmth, compassion and sensitivity when interacting with customers. 5. Reliable, honest and trustworthy. 6. Interactions with peers and others are courteous, polite and helpful. 7. A mature, professional manner and flexible approach to work. 8. to work. 	
Skills/Knowledge/Experience	<ol style="list-style-type: none"> 9. Ability to work effectively as a member of a team, as a team leader and in partnership with customers. 10. Significant experience of delivering housekeeping services within a healthcare or hospitality environment. 11. Ability to maintain accurate records of work undertaken. 12. Experience of maintaining stock control procedures. 13. Ability to assess potential risks in relation to area of work and to put in place safe systems of working to ensure practice complies with health & safety legislation. 14. Experience of using commercial equipment. 15. Ability to devise work schedules to meet customer requirements and organisational standards. 16. Ability to prioritise work and ensure deadline are met in accordance with customer needs and service standards. 17. in accordance with customer needs and service standards. 18. standards. 	<ol style="list-style-type: none"> 19. Experience of supervising a team. 20. Experience of delivering on-the-job 21. Training/coaching. 22. Experience of being accountable for a 23. Controlling expenditure in line with 24. Budget. 25. Experience of monitoring areas of practice to ensure they are safe, free from hazard and conform to health & safety policies and procedures. 26. Experience of developing work schedules to meet customer requirements.
Qualifications/Training/Personal Development	<ol style="list-style-type: none"> 27. Evidence of having undertaken relevant job training. 28. Evidence of ability to undertake further job related training and development. 29. training and development. 	<ol style="list-style-type: none"> 30. NVQ in Cleaning Building Interiors 31. Basic Food Hygiene Certificate. 32. Emergency First Aid Certificate
Other Work Requirements	<ol style="list-style-type: none"> 33. Satisfactory Enhanced CRB Disclosure, Evidence of 34. Right to Work in the UK and Satisfactory References 35. and Medical Clearance. 36. Able to work flexibly as part of a team. 	



Housekeeping Team

Information Pack

Contents:

1. The role and how this supports the delivery of Belongs Vision.
2. The recruitment, selection and induction Process.
3. The job description.
4. The person specification, outlining the criteria for selection.
5. The methods that will be used assess candidate's suitability.
5. The Belong values in action.
6. The application form.
7. The equal opportunities monitoring form.

1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individuals and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of team member's roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of team members ensures that disruptions to our customer's lives are kept to a minimum, with a friendly, caring and familiar faces tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who is living with dementia. Therefore selecting people who are flexible and adaptable and willing to lend a helping hand in any situation is advantageous.

The Housekeeping Team make a valuable contribution to the services Belong Village provide to the community by ensuring that customers enjoy village facilities that are well maintained, attractively presented, clean and safe. Additionally, the housekeeping team in partnership with the customer and their support worker companion provide much needed personal help and support that enables individuals to maintain their personal laundry and household accommodation. It is therefore imperative that members of the housekeeping team are able to relate to older people, respect the individuals identity and preferences and are able to ensure that customers have a say in the care and support they receive together with the opportunity to participate should they wish in everyday domestic activities so that they are effectively supported to continue to live a lifestyle of their choosing.

The Housekeeping team will ensure that the support required is delivered in a manner and style that complies with organisational and legislative standards and they will do this by continually interpreting and modelling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the team.

This is truly a wonderful opportunity to contribute to the development of a unique, innovative service to the community. So, if you have a passion to care and serve older people, are flexible in your approach to work and kindness, common sense an eye for detail and a 'can do' attitude are your

greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; training opportunities and the level of responsibility and accountability that you will need to deliver on your objectives and enjoy what is a satisfying, flexible, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we 'take the lead from our customer'. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All short-listed candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will therefore be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

Employment Checks

The selection panel's decision to offer a candidate employment with Belong will be subject to the candidate satisfying the necessary employment checks. Successful candidates will therefore be required to return to their prospective Belong Village base within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation

Confirmation of employment for all new members of the Belong Team will also be subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.