

Role Profile

Part A - Grade & Structure Information

Job Family Code	1/2OS	Role Title	Housekeeper
Grade	PS1/2	Reports to (role title)	Deputy Manager / Home Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	98-113	Service	Service Delivery
		Team	
		Date Role Profile was created	Aug-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist and support colleagues in the day-to-day provision of services as directed to ensure that support plans are implemented and the needs of people using the service are met.</p> <p>To assist in providing a high quality service in accordance with Care Quality Commission standards and current legislation.</p> <p>The role holder will be covering domestic and cleaning tasks or tasks within the laundry:</p> <p>Domestic: To maintain a clean, safe and hygienic environment in any designated part of the premises by following statutory and departmental procedures to ensure Health and Safety standards are maintained.</p> <p>Laundry: To maintain clothing, bed linen and other linen items as directed to a high standard of repair and cleanliness to ensure that items remain personal to individuals with the quality they would expect.</p>
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Work Context	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Role holders for both roles will need to make sure that all equipment is used in a safe and effective manner, and maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements.</p> <p>They will also maintain levels of stock by regular checks and reporting to ensure that adequate supplies of material are available.</p> <p>The role holder will be responsible for a range of cleaning and domestic tasks within the service by following the agreed procedures to ensure hygienic standards are maintained. They will perform a range of kitchen/dining room duties if required.</p> <p>They will care for, and repair as appropriate, all linen and clothing in use in the service, by washing, ironing and sewing, as necessary, to ensure that agreed standards are met. They will ensure that all individuals have a supply of their own clean clothing by allocating clothing and linen to ensure that individuals' clothing remains personal to them. They will also maintain equipment and laundry areas through regular checks and by taking appropriate action to ensure continuous high standards.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out basic cleaning and cleaning tasks to leave the facility clean and tidy. • Carry out basic repair and/or maintenance duties as instructed. • Collect and use tools and equipment needed for given tasks, check they are safe and fit for use, keep in good condition and return on completion. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Carrying out simple and repetitive tasks in accordance with defined standards and quality. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy. • Ability to understand basic health and safety and hygiene and other relevant procedures. • Able to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally and in writing. • May be required to undertake manual handling and physically demanding work.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">• Ability and willingness to respect the confidential nature of the service they work in and must adhere to the code of conduct at all times.• Commitment to ensure that people are treated with compassion, kindness, dignity and respect.• Understanding of and commitment to equal opportunities and diversity.• Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.• Adaptable / flexible in hours worked, including weekends and Bank Holidays.• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	<p>Roles at this level carry out basic preparation, catering, cleaning and maintenance tasks in a defined area using basic tools and equipment in support of the provision of an operational service. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines on a daily basis.</p>