














# JOB DESCRIPTION AND PERSON SPECIFICATIONS FOR A *HOUSEKEEPER*

<b>VERSION No</b>	<b>3</b>	
<b>REVIEWED BY</b>	<b>Manager (MP)</b>	
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<b>JOB TITLE</b>	<b>Housekeeper</b>
<b>RESPONSIBLE TO / REPORTS TO</b>	<b>Deputy Manager / Nurse in Charge</b>
<b>ACCOUNTABLE TO</b>	<b>Registered Manager</b>
<b>LOCATION</b>	<b>Bendigo Nursing Home</b>
<b>HOURS OF WORK</b>	<ul style="list-style-type: none"> <li> Monday to Friday</li> <li> Saturdays and Sundays (for weekend housekeeper) and to cover annual leave</li> <li> 08:00 to 17:00 (including breaks)</li> <li> Only one of the housekeepers will be allowed to have an annual leave at one time</li> </ul>
<b>JOB PURPOSE / OBJECTIVE</b>	<ul style="list-style-type: none"> <li> To maintain clean, tidy and homely environment as specified in the cleaning schedule and</li> <li> In compliance with Infection Prevention and Control Policy and Procedure</li> <li> To be willing to acquire relevant new skills and knowledge</li> <li> Able to work unsupervised and on own initiative</li> <li> To work as a member of a team</li> <li> To respect residents' wishes</li> <li> To maintain confidentiality</li> <li> To ensure accurate and prompt record keeping</li> </ul>

## Main Duties and Responsibilities

1. maintain all areas in a clean and sanitary condition
2. wash, dust, polish, vacuum and sweep all areas of the establishment
3. clean sinks, tubs, showers and toilets according to prescribed sanitary standards underneath and behind
4. polish fittings and fixtures
5. clean mirrors and windows
6. sort and wash laundry using machines or by hand as required
7. fold and distribute clean laundry
8. empty and clean rubbish bins
9. listen and respond to resident's queries and requests
10. ensure adequate stock of cleaning supplies
11. keep cleaning equipment in good working order
12. maintain clean storage area for equipment and supplies
13. ensure cleaning storage is locked at all times!!
14. observe and report any maintenance issues
15. To work as a member of a team

16. To have good time management
17. To sort deliveries appropriately
18. To organise the storeroom
19. To wash floors and walls
20. clean residents' rooms, offices and waiting areas using cleaning chemicals and disinfectants
21. clean and sanitize floors, equipment and furniture according to infection-control policies
22. operate various types of cleaning equipment
23. handle and dispose of waste using standard procedures
24. clean beds according to established procedures
25. collect dirty laundry from designated areas and take to the laundry
26. distribute clean linen, towels and gowns
27. maintain all cleaning equipment and supplies according to prescribed standards
28. monitor inventory of supplies such as paper towels, soap, toilet paper
29. able to lift, push, pull and carry a minimum weight of approximately 10kg
30. able to stand for long periods of time
31. able to kneel, bend and crawl
32. able to squat and crouch
33. able to work in confined spaces
34. able to tolerate exposure to dust and cleaning chemicals
35. Ensure that all appropriate records are completed in accordance with Environmental Health
36. Ensure confidentiality is maintained at all times.
37. Adhere to all Policies and Procedures of the Home relevant to the job description.
38. Attend all mandatory training and refresher courses provided by the Home.
39. Acquire new skills and knowledge
40. Report all complaints to the Home Manager / Deputy Manager and assist with investigations when required.
41. Be flexible and take instructions from residents and staff.

## Health and Safety

1. Ensure compliance with:
  - ❌ **Health and Safety and COSHH, for example to ensure the electric cable of the vacuum cleaner is plugged so that it does not become a trip hazard**
  - ❌ **Cleaning chemical materials and equipment such as bleach are not left unattended (to avoid harm by drinking by a person who may have mental illness). Cleaning chemical materials and equipment must be always stored away and locked safely**
  - ❌ **To ensure that important medical equipment (such as pressure relief mattress, oxygen concentrator, etc.), is not unplugged to plug cleaning equipment (such as vacuum cleaner) instead**
2. **Ensure that the personal hygiene is of the highest standard and in compliance with Infection Prevention and Control (IPC).**
3. To ensure laundry is washed as per Infection and Prevention Control Policy and Procedure
4. Ensure that all areas including storage areas are kept meticulously clean and tidy.
5. Use and clean all equipment in accordance with manufacturer guidelines.
6. Maintain a safe environment.
7. Report all accidents to the Home Manager / Deputy Manager / Nurse in charge
8. Adhere to the Fire Safety Policy, COSHH Regulations and all other Health and Safety Guidelines.
9. Ensure all stock ordered is consistent with requirements
10. Report immediately any faults with equipment to the Facilities Manager / Home Manager / Deputy Manager / Nurse in charge.
11. **Making sure that chemicals and equipment are used and stored correctly and safety procedures adhered to at all times.**
12. Ensuring all equipment is cleaned and stored appropriately, and that the overall cleaning of the home is carried out effectively.

13. Reporting immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a resident, colleague, self or another.
14. Understanding and ensuring the implementation of the Home's Health and Safety, Infection Control and Hygiene policies, and Emergency and Fire procedures.

<b>NATIONAL COLOUR CODING SCHEME OF CLEANING EQUIPMENT</b>	
<b>RED</b>	<b>BLUE</b>
<ul style="list-style-type: none"> <li>✓ <b>Bathrooms</b></li> <li>✓ <b>Washrooms</b></li> <li>✓ <b>Showers</b></li> <li>✓ <b>Toilets</b></li> <li>✓ <b>Basins</b></li> <li>✓ <b>Bathroom floors</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>General areas</b></li> <li>✓ <b>Corridors, entrance</b></li> <li>✓ <b>Offices</b></li> <li>✓ <b>Basins in public areas</b></li> </ul>
<b>GREEN</b>	<b>YELLOW</b>
<ul style="list-style-type: none"> <li>✓ <b>Kitchen</b></li> <li>✓ <b>Food storage</b></li> <li>✓ <b>Any food related area and equipment such as hot trolley</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Isolation area</b></li> </ul>

**UNDEWEAR AND BEDLINEN SOILED AND NOT SOILED**

**CLOTHINGS AND ITEMS SUCH AS:**

- a) UNDERWARE
- b) NIGHT DRESSES / PYJAMAS
- c) BELINEN
- d) HOSPITAL TYPE BLANKETS

**THE FOLLOWING SOILED:**

- a) URINE
- b) EXCREMENTS / POO
- c) VOMIT
- d) AND OTHER BODILY FLUIDS ITEMS

SHOULD BE PLACED IN A RED PLASTIC BAG THAT ARE:

- a) WHITE IN COLOUR OR SOME SORT OF WHITE COLOUR

AND ARE MADE OF:

- a) COTTON OR SOME MIXTURE OF COTTON AND POLYESTER

**ON WASHING MACHINE PROGRAMME:**

- a) HOOVER WASHING MACHINE:
  - ☑ 'COTTON + PRE' AT 90°C WATER
- b) AQUALTIS WASHING MACHINE
  - ☑ 'COTTON STANDARD PROGRAMME' AT 90°C WATER

**LIGHT COLOUR CLOTHES SOILED AND NOT SOILED (NOT UNDERWEAR)**

**CLOTHES AND ITEMS SUCH AS:**

- ☑ DRESSES
- ☑ CARDIGANS / JAMPERS
- ☑ SKIRTS
- ☑ BLOUSES
- ☑ TROUSERS
- ☑ CURTAINS AND BEDSPREADS
- ☑ ETC. OUTER CLOTHES THAT CANNOT AND SHOULD NOT BE WASHED AT HIGH WATER TEMPERATURE

☑ **THOSE THAT ARE SOILED MUST BE PLACED IN A RED PLASTIC BAG.**

a) **ALL HCA STAFF MUST MAKE SURE NOT TO PLACE CLOTHING THAT IS NOT SOILED IN THE RED PLASTIC BAG WITH SOILED ONES**

- ☑ **THE NOT SOILED AND SOILED LIGHT COLOUR CLOTHES THEN MUST BE WASHED ON DELICATES OR WOOLENS PROGRAMME AT 30°C OR 40°C WATER TEMPERATURE**
- ☑ **USING DETTOL LIQUID DETERGENT WHICH KILLS BACTERIA AND VIRUSES**

***DARK COLOUR CLOTHES SOILED AND NOT SOILED (NOT UNDERWEAR)***

**CLOTHES AND ITEMS SUCH AS:**

- ✓ DRESSES
- ✓ CARDIGANS / JUMPERS
- ✓ SKIRTS
- ✓ BLOUSES
- ✓ TROUSERS
- ✓ *ETC. OUTER CLOTHES THAT CANNOT AND SHOULD NOT BE WASHED AT HIGH WATER TEMPERATURE*

✓ **THOSE THAT ARE SOILED MUST BE PLACED IN A RED PLASTIC BAG.**

✗ **ALL HCA STAFF MUST MAKE SURE *NOT TO PLACE CLOTHING THAT IS NOT SOILED IN THE RED PLASTIC BAG WITH SOILED ONES***

1. **THE NOT SOILED AND SOILED LIGHT COLOUR CLOTHES THEN MUST BE WASHED ON DELICATES OR WOOLENS PROGRAMME AT 30°c OR 40°c WATER TEMPERATURE**
2. **USING *DETTOL LIQUID DETERGENT WHICH KILLS BACTERIA AND VIRUSES***

**Administrative and other relevant Responsibilities:**

1. **Ensure records are completed promptly and accurately**
2. **Ensure that individual clothing is labelled with a permanent marker accurately and distributed to the correct residents' rooms**
3. able to listen and follow instructions
4. effective communication skills
5. able to work unsupervised and own initiative
6. able to maintain a professional manner at all times
7. displays integrity and honesty
8. maintains a positive attitude towards residents, guests, patients and visitors
9. demonstrates attention to detail and thoroughness
10. able to follow and adhere to standard policies and procedures
11. Participate in staff meetings and in staff training where applicable
12. Excellent verbal and written communication skills
13. Committed to providing a high quality service
14. Responsive to resident's individual cultural needs and preferences
15. Willing to attend such training sessions that are deemed necessary by line management.
16. Appropriate aptitude towards continuous learning and development Knowledge / Qualifications
17. Understanding and commitment to Equal Opportunities
18. Knowledge of cleaning procedures
19. An Enhanced CRB Disclosure is required for this position
20. Observe and maintain effective communication within the teams of staff, individual colleagues and residents.
21. Maintain client and business confidentiality at all times.
22. To carry out any additional duties as requested.

*This job description is a subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances (i.e. legislation, guidance, best practice, residents' needs etc.).*

*The above list is not exhaustive*