



JOB DESCRIPTION

Name of Employee:

Position Held:

Housekeeping Assistant

Care Home:

Date employment commenced:

Reporting to:

Introduction

Jasmine Healthcare is a privately owned group, which currently operates five care homes for the elderly, with significant expansion plans for the future.

Whilst we aim to be a profitable company and provide shareholder returns, our mission is:

*"By prioritising **our people**, our mission is to provide the **highest standards of care** in our own homes and to improve elderly care in the United Kingdom"*

Job Purpose

As a Housekeeping Assistant you are required to maintain the highest levels of cleanliness in bedrooms and public areas within the Home. You will also be responsible for the wash, dry, iron and put away or laundry, including returning clothing to service user bedrooms. Your duties and responsibilities will include working within the company operational standards and complying with all statutory requirements.

In addition, your purpose will involve doing everything possible to ensure that your care home makes a positive contribution to Jasmine achieving all its primary objectives:

1. For all our homes to have a Jasmine Compliance Score of over 80% at all times
2. For all our homes to have a staff retention rate of over 70% per year
3. For over 60% of all our staff to have a Diploma in Care Qualification
4. For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
5. For all homes to have a www.carehome.co.uk Rating of over 9 out of 10
6. For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

To achieve the specific objectives of the role below.

Objectives of the Job Role

1. Ensure that the home is clean and tidy at all times. Bedrooms are given a full spring clean every time a resident moves out and at least [once] a year if the same resident remains in the room and communal rooms are given a full spring clean at least [twice] a year



2. Ensure all documentation is consistently completed throughout the year
3. Exemplify Jasmine Value 3 (One Big Team) by working closely with the kitchen team to ensure a seamless service to our residents throughout the year by covering all holidays and time-off between the team

Person Specification

Jasmine Values

Job role holder must exemplify the company's values, which are:

1. Passionate about providing the Highest Standards of Care
2. Committed to Training
3. To want to be One Big Team
4. To Communicate Openly, Honestly & Effectively
5. To Have & Reward a Strong Work Ethic
6. To provide a Positive Working Environment
7. To provide a Homely place for our Residents to live
8. To Embrace Change
9. A belief that everyone is an Ambassador for Jasmine
10. To act with Integrity by always doing what we say we will
11. To Care for the Environment

Competencies

- 🌸 Team player
- 🌸 Ability to work under pressure
- 🌸 Good time management
- 🌸 Excellent interpersonal skills
- 🌸 Flexibility with working hours
- 🌸 Good written and oral communication skills
- 🌸 Ability to use initiative
- 🌸 Ability to complete all documentation required for Environmental Health

Experience and professional qualifications not always required as full training will be given

Essential:

- 🌸 Knowledge of health and safety in the workplace
- 🌸 Demonstrable ability in:
 - 🌸 motivating and working within a team
 - 🌸 making certain that chemicals / equipment are used and stored correctly and safety procedures adhered to at all times
 - 🌸 reporting immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Client, colleague, self or another
 - 🌸 reporting to the Home Manager, or the Handyperson, any faulty appliances, damaged furniture, equipment or any potential hazard
 - 🌸 promoting safe working practice in the Home
 - 🌸 ability to work alone when required
 - 🌸 ensuring that all information of confidential nature gained in the course of duty is not divulged to third parties
- 🌸 Ensuring the security of the Home is maintained at all times



- ✿ Adhering to all new, and changes in Local and Central Government initiatives as and when they are implemented
- ✿ Promoting and ensuring the good reputation of the Home
- ✿ Carrying out any other tasks that may be reasonably assigned to you

Preferred:

- ✿ Experience of working with a large client group
- ✿

Key Tasks and Accountabilities

Working in conjunction with and under the guidance of the Housekeeper to:

Management

- ✿ Attend and contribute to housekeeping meetings and general staff meetings to maintain communication between all levels of staff
- ✿ Ensure equipment is used appropriately and for its' designed use. Report any equipment defects and withdraw from use immediately
- ✿ Attend and participate in training sessions
- ✿ Attend staff and relatives meetings as and when required
- ✿ Informing the Housekeeper of any special cleaning requests

Management of Staff

- ✿ Ensure all staff instil a culture of putting service users' needs first and providing excellent care
- ✿ Maintain good working relations with all colleagues at all times. In order that the Company may maintain a positive environment, employees are required not to engage in or permit any fellow employee to engage in any unlawful discrimination against employees, residents or relatives

Cleaning

Ensuring sections of bedrooms, corridor and public areas are kept clean and tidy to the required standard. Beds are always made up neat and tidy with clean bedding.

Daily Cleaning

- ✿ Emptying waste bins and wiping out
- ✿ Vacuuming throughout and mopping
- ✿ Keeping lounge areas neat and tidy
- ✿ Keeping dining rooms clean and tidy
- ✿ Cleaning bathrooms, showers, toilets, taps, sinks, soap dishes, toothbrush holders
- ✿ Keeping all floors clean and litter free

Weekly Cleaning

- ✿ Polishing all mirrors
- ✿ Cleaning all pipe-work in bathrooms, shower rooms, toilets
- ✿ Dusting handrails and radiators
- ✿ Following company policy on moving and handling and moving all mobile furniture (including beds and chairs) and vacuuming and dusting beneath / behind
- ✿ Ensuring waste papers bins are washed out if necessary



- ✿ Dusting and polishing furniture and windowsills
- ✿ Washing all washable floors
- ✿ Shampooing carpets as requested by Housekeeper or Home Manager
- ✿ Dusting pictures, curtain rails, light bulb and fittings
- ✿ Restocking toiletries, soaps, towels etc. as and when required
- ✿ Efficient and economical use of supplies provided
- ✿ Assisting with any other duties when requested by the Housekeeper or Home Manager
- ✿ Keeping storage areas clean and tidy and stocked up at all times

Standards, Policies and Procedures

- ✿ Ensure adherence to the care homes Health and Safety Policy at all times
- ✿ Ensure adherence to the care homes Fire Policy at all times
- ✿ Maintain written records in accordance with the company's Policies and Procedures
- ✿ Be aware of and at all times comply with all company rules, policies and procedures, including the statutory requirements of the Health and Safety at Work Act, Care Standards Act and the relevant Regulations
- ✿ Always wear clean uniforms and only wear essential jewellery

Laundry

- ✿ Handle incoming laundry and linen
- ✿ Check items before washing for damage or stains
- ✿ Use water and chemicals to remove stains before processing
- ✿ Sort items according to colour, size and type of fabric
- ✿ Tag items with bar codes or computer chips for easy identification
- ✿ Load items into machines
- ✿ Add cleaning agents and set controls
- ✿ Finish items by drying, pressing and folding

Reporting

- ✿ Ensure the Housekeeper is kept fully informed of all major developments (i.e. staff issues, complaints, inspections) at all times
- ✿ Ensure the Housekeeper is kept fully informed of the job holder's concerns, ambitions and development requirement
- ✿ Notifying the Housekeeper, or the Person in Charge, as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence

Job holder's signature

Manager's signature.....

Dated.....