

Outlook Care

Job Title: Housekeeper / Laundry Assistant

Role title	Housekeeper / Laundry Assistant
Reporting to	Property and Maintenance Manager / Senior Housekeeper
Responsible for	No line managed staff

Role purpose	
To ensure the standards of cleanliness within the home is maintained to a good standard undertaking cleaning, laundry and appropriate tasks as directed. To work under the direction of the Property and Maintenance Manager / Senior Housekeeper to ensure residents laundry is undertaken to a good standard, and infection control in relation to laundry is effectively managed. To be responsible for ensuring clothing is labelled and delivered to the right person	
Key Outcomes required from the post	
1	By following the cleaning schedule ensure the home is cleaned to a good standard
2	By working with the team ensure infection control risks are minimised as a result of good hygiene practice
3	By working alongside service users ensure their rooms are maintained to a good standard and they are involved in the process
4	By understanding the needs of the service ensure a homely environment is maintained
5	Contribute to the wellbeing of service users by providing a good standard of service in relation to all aspects of the laundry service.
6	Promote dignity by ensuring clothing is laundered and ironed to a good standard and repairs are carried out to service users clothing if necessary.
7	Contribute to the ethos of Foxburrow Grange by engaging with service users to understand their particular needs in relation to their personal appearance
8	Carry out other domestic duties as required.

Role specification	
Experience, Qualifications and Specific Knowledge Required at	• Knowledge of food safety and food hygiene • Manual handling • First Aid knowledge • Health and safety, including environmental health and fire safety requirements in a health or care home setting

Entry point.	• Infection Control and understanding of COSHH • An understanding of the specialist needs of older people • An awareness of SOVA • Ability to maintain confidentiality is essential in relation to service users and their families, friends and Outlook Care
Other role specific requirements	• Ability to work a flexible shift pattern which will may include weekends, evenings and bank holidays.
Core Competencies Required	
Communication	Communicates well with others, listening to their needs and conveying information clearly and accurately.
Working with others	Contributes to effective team working by building and developing trust, taking responsibility for own actions, being supportive and co-operative, showing an understanding of the principles of diversity
Focussed on performance	Works to a high standard to meet organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs.
Service user and customer driven	Ensures that services meet the needs of the customer / service user. Prioritises needs, responds positively to make and implement improvements.
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Role specific Competencies Required	
Cleaning	Is able to implement good infection control practice
Safeguarding and promoting health and well-being	Understands safeguarding responsibilities and identifies signs that people may be at risk, and reports any information available.
Health & Safety	Ensure compliance with all health and safety legislation in respect of food hygiene, infection control, pest control, manual handling, fire safety.