

OUTLOOK CARE

Household Supervisor – St. George's Care Home

Role title	Household Supervisor
Service	St. George's Care Home, Witham, Essex
Reporting to	Home Manager
Responsible for	Housekeeping Team / Kitchen Assistants (in conjunction with Chef Manager)

Role Purpose
- To be responsible for the effective management of the Household team at St Georges, ensuring excellent standards of cleanliness and the delivery of domestic, laundry, hospitality, and kitchen assistant services are maintained at all times. - Ensure a well-kept and high-quality environment for residents, staff and visitors at all times.

Key Outcomes required from the post
- Lead and coordinate the Housekeeping/Hospitality teams to ensure the effective and efficient delivery of services to our residents. - Manage and supervise the performance of staff to ensure agreed levels of service are achieved and to lead on any areas of improvement - Oversee and manage staffing levels and rostering, acting in conjunction with the Home management team around recruitment and retention, and ensuring adequate cover is planned in advance for all areas - Effective management of all domestic and kitchen assistant (in conjunction with the Chef Manager) duties to ensure the home is cleaned daily and high levels of cleanliness are achieved and maintained. - Effective management of all laundry duties to ensure that all linen, towels and residents clothing is laundered to a high standard. - Effective management of all hospitality duties (in conjunction with the Chef Manager) to ensure a high-quality environment and service is available for residents and relatives. - To maintain a safe environment for residents, staff and visitors. - By supporting the Nursing Home Manager in recruiting, inducting, training including on the job coaching and performance management to ensure the household team are effective and producing high standards, this will also entail conducting staff appraisals and supervisions. - Management and monitoring of cleaning schedules. - To ensure that essential documents are held, and records updated as required, this to include COSHH documentation and cleaning methodology guidance. - Carry out laundry, kitchen assistant, hospitality and domestic duties when required.

Person Specification	
Experience, Qualifications and Specific	• Experience of coordinating and leading a similar Housekeeping team to ensure the effective delivery of services • An understanding of Manual Handling, First Aid and Health and Safety, risks

Knowledge	including environmental health and fire safety requirements in a health or care home setting • Infection Control and understanding of COSHH • An understanding of the specialist needs of the client / user group particularly around working in a regulated environment. • Ability to maintain confidentiality is essential in relation to residents, their families, friends and to Outlook Care • Understanding of the requirements of working in a CQC regulated environment • An understanding of the CQC's Single Assessment Framework view of quality and performance with a willingness to share examples of good quality care • Understanding of Safeguarding • Understanding of Data Protection and GDPR requirements • ICT literate with the ability to use computerised systems and application on a daily basis.
Other role specific requirements	• Able to work flexibly with unsocial hours. • Undertake other such duties as may be reasonably required by senior management • Work in accordance with Outlook Care values at all times