

## Job Description

<b>Job title</b>	Housekeeper
<b>Project/team</b>	Facilities
<b>Main place of work</b>	Clouds House and Jill Cunningham House, East Knoyle, and Manor House, Warminster
<b>Report to</b>	Housekeeping Team Leader
<b>Date</b> This is the date the job description was written	August 2019
<b>Key contacts</b> Internal and external	Head of Health & Safety / Facilities Housekeeping Team Leader Colleagues in the facilities team Managers and colleagues in the Clouds House medical team Clients Suppliers Visitors CQC
<b>Main purpose of the role</b> In one or two sentences summarise why this role exists	To hygienically clean to the highest standard at all times, and maintain a safe and well-tended appearance for Clouds House and associated properties, and carry out kitchen and laundry duties in an efficient and timely manner while helping to create a warm and friendly atmosphere for our residents and in line with the required standards and policies.
<b>Key accountabilities</b> Financial, decision-making, key targets	Adhere to COSHH requirements Adhere to infection control requirements Meet health and safety requirements including manual handling Confidentiality including maintaining client confidentiality, medical records and confidentiality of other written documentation.
<b>Main duties</b>	<p>Carry out cleaning duties in line with the worksheet standards including: hoovering; cleaning floors; dusting; cleaning worktops and surfaces; cleaning bathrooms, kitchens and toilets; emptying bins and removing clinical waste; cleaning spillages including bodily fluids; cleaning fridges, ovens and other kitchen equipment; assisting in moving furniture.</p> <p>Carrying out laundry duties including: washing; drying and ironing bedding, towels and linen and assisting clients with laundry.</p> <p>Practice safe systems of work and in particular moving and handling of loads by assessing risk and having due regard for personal safety and the safety of clients, visitors and staff.</p> <p>Act in a professional and courteous manner at all times towards clients and their visitors, respecting the dignity and individuality of each client.</p> <p>Encourage and contribute to working as a team, responding positively</p>

	<p>to colleagues and acting on all reasonable work instructions promptly.</p> <p>Take care of items of equipment used to carry out tasks and advising on any faults and the need for maintenance or replacement.</p> <p>Responsible for the safe and tidy storage of supplies and equipment.</p> <p>Secure and confidential disposal of confidential waste.</p> <p>Attend Community Group on a rota basis to listen to clients' facilities/cleanliness concerns, and to report these back to management, and take action as directed.</p> <p>Support the housekeeping team leader in order to achieve a high level of cleanliness.</p> <p>Work across both sites (East Knoyle and Warminster) with the other facilities teams to complete joint tasks such as deep cleaning.</p> <p>Attend mandatory training as required.</p>
<p><b>General duties</b> Common to all roles</p>	<p>Comply with codes of practice, policies and procedures Take action to reduce health and safety risks Work in harmony with the Charity's values Respect others and value diversity Continuously develop knowledge, learning, skill and practice Continuously improve service delivery Perform other reasonable duties as may be required from time to time</p>
<p><b>Special conditions</b> For example, unusual hours, travel</p>	<p>Manual handling, on-your-feet, handling cleaning products.</p> <p>Some lone working.</p> <p>Hours between 8 am and 5 pm Monday to Friday (plus some weekend and bank holiday working on a rota basis).</p>

## Job Description

<b>Job title</b>	Laundry assistant
<b>Project/team</b>	Housekeeping
<b>Main place of work</b>	Clouds House, East Knoyle (and CATS, Manor House, Warmnister when required)
<b>Report to</b>	Housekeeping Team Leader
<b>Date</b> This is the date the job description was written	September 2019
<b>Key contacts</b> Internal and external	Staff at Clouds House and CATS Clients
<b>Main purpose of the role</b> In one or two sentences summarise why this role exists	Responsibility for undertaking the laundry service for Clouds House. Working as part of the Housekeeping Team.
<b>Key accountabilities</b> Financial, decision-making, key targets	Adhere to COSHH requirements Adhere to infection control requirements Meet health and safety requirements including manual handling Confidentiality and maintaining appropriate boundaries
<b>Main duties</b>	<p><b>Laundry</b> Managing the laundry including: washing; drying and ironing bedding, towels and other linens.</p> <p>Reporting any breakages/faulty equipment to the Housekeeping Team Leader.</p> <p>Keeping the laundry room clean and tidy and checking that supplies (washing powder etc) are kept in stock.</p> <p><b>Housekeeping</b> Clean laundry area of Clouds House Assist as member of cleaning team when required</p> <p>Cleaning up spillages where necessary.</p> <p>Emptying bins.</p> <p><b>General</b> Act in a professional and courteous manner at all times towards clients and their visitors, respecting the dignity and individuality of each client.</p> <p>Practice safe systems of work and in particular moving and handling of loads, by assessing risk and having due regard for personal safety and the safety of clients, visitors and staff.</p> <p>Encourage and contribute to working as a team, responding positively to colleagues and acting on all reasonable work instructions promptly.</p> <p>Attend mandatory training</p>

<p><b>General duties</b> Common to all roles</p>	<p>Comply with codes of practice, policies and procedures Take action to reduce health and safety risks Work in harmony with the Charity's values Respect others and value diversity Continuously develop knowledge, learning, skill and practice Continuously improve service delivery Perform other reasonable duties as may be required from time to time</p>
<p><b>Special conditions</b> For example, unusual hours, travel</p>	<p>Manual handling, on-your-feet, handling cleaning products.  Some lone working.  Hours between 8 am and 5 pm one day per week (but this role could be combined with additional cleaning hours).</p>