

Job Description – House Keeper

Job Title: Care Assistant/Support Worker

Reports To: Registered Manager and/or Owner.

Contracted Hours: 35 Hours per week

- Morning shift 8am-3pm, Evening shift 3pm-10pm
- Every other weekend

Job Purpose: To assist staff in the day to day running of the Care Home and to maintain high standards of hygiene, cleanliness and service towards service users, relatives, visitors, and other members of staff.

To deliver the managers cleaning schedule for the home, ensuring that appropriate cleaning materials are used correctly and reporting changes or concerns to the senior member of staff on duty.

Tasks

- Report both verbally and in writing on the general condition and cleanliness of the building.
- Maintain a clean and safe environment for service users, staff and visitors.
- Assist other staff in maintaining standards on each shift.
- Make and change beds as directed.
- Assist in the collection of soiled linen.
- Ensure all materials required are available.
- When necessary, inform management to order supplies.

Care Provision

- Assist service users in maintaining their domestic hygiene in their own rooms.
- Report any accidents and incidents to the senior member of staff on duty.
- Promote independence and dignity of service users.
- Assist in enabling service users to live their chosen lifestyle.
- Talk and listen to service users.
- Report complaints directly to the senior in charge as soon as they are made.

Services Delivery

- Always holds joint responsibility with other staff members on duty for the safety and security of the residents and staff. Stays up to date with the fire evacuation procedure.
- Ensures that the provision of food, monies and other goods and services are supplied to the residents within the standard and guidelines laid down by the company. Advises the manager/deputy manager of any service anomalies or deficiencies and of any complaints from residents.
- Advises the manager/deputy manager of any additional services that may be needed for the residents and plans, as delegated, for these to be provided.

- When responsible for the home acts as the company’s representative, demonstrating high professional and personal standards in liaising with visitors, members of the community and other professionals.
- Promotes the involvement and participation of relatives, members of the community and individual volunteers in the day-to-day activities of the home. Provides a channel of communication for residents and relatives, giving advice as to how complaints and dissatisfaction can be investigated.
- To work within the policies, procedures, and statutory requirements of the home always.
- Always maintains residents’ dignity and confidentiality.
- Always maintain confidential information.
- Work within the policies, procedures, and guidelines of the Home’s Quality Management System.
- Maintain and be aware of COSHH policies and procedures. Ensure all products used in the home have a current Product Safety Sheet.
- Tasks and responsibilities within your area of responsibility may vary depending upon the needs of the business. You may be asked to undertake a variation of your normal routine to meet these needs.

Training/Health and Safety/Supervisions

- To undertake and pass all training provided by the manager/owner within a reasonable time frame.
- To report immediately any breach of Health and Safety regulations and resolve accordingly.
- To participate in supervisions with a senior or member of the management team to support and develop good practice, review performance, and identify personal training needs.

Equality and Diversity

- To promote and always act in accordance with the company’s equality and diversity policy.

The manager may require other duties to be undertaken, as part of the services provided by the home.

Definitions can be found in Appendix.

Employee signature: _____

Date: _____

Manager signature: _____

Date: _____

Person Specification

Essential Criteria	Job Title: Support Worker
Education and Training	<ul style="list-style-type: none"> • None
Experience	<ul style="list-style-type: none"> • Previous experience in a support housekeeping role is desirable but not essential.
Knowledge/Technical Skills	<ul style="list-style-type: none"> • Time management skills – responding to and prioritising a range of competing demands. • Digital skills are desirable.
Personal Skills	<ul style="list-style-type: none"> • Empathy with residents, and commitments to implementing high quality standards. • Thorough knowledge of good cleaning practises. • Excellent communication and negotiation skills. • Patience, understanding and ability to be flexible. • Ability to cope effectively and remain calm in stressful situations. • Must be able to support the home in delivering person centred care.

Appendix

Glossary of Terms

Resident/Client/Service User – A person who resides in the care home and is looked after by staff members.

The home – Casa Mia Care Home