



## **Mead Medical Services Ltd**

### **Job Description**

- JOB TITLE :** Domestic Supervisor/Housekeeper
- REPORTS TO:** Home Manager
- JOB PURPOSE:** To manage and maintain high standards of cleanliness and hygiene within the Home, whilst ensuring a safe, comfortable environment at all times.
- To manage and participate in the cleaning and laundry rota.

#### **Qualifications and skills:**

- ❖ Experience in cleaning essential
- ❖ Supervisory experience preferable
- ❖ Highly organised
- ❖ Good communication skills
- ❖ Team player
- ❖ Satisfactory police check and satisfactory check against the relevant registers within the PVG Scheme

#### **Main Responsibilities:**

##### Housekeeping

1. To prioritise the workload and allocate tasks to the domestic and laundry staff.
2. In conjunction with the Home Manager to create and maintain daily, weekly and periodic cleaning regimes which will ensure high standards of cleanliness within the Home
3. To ensure that the following duties have been carried out at the appropriate intervals, to a high standard that meets the expectation of Service Users and management, in both Service Users rooms and communal areas.
  - emptying and wiping waste bins
  - vacuum carpets, wash vinyl floors and shampoo carpets
  - clean toilets, taps and sinks, showers and baths

- dust and polish furniture (ensuring that mobile furniture has been moved and cleaned behind/underneath as necessary), skirting boards and window sills, handrails, radiators, curtain rails, pictures, light bulbs and light fittings
  - restock toiletries, soap, towels etc as and when required
  - Service User's personal laundry is sorted, washed, dried and ironed appropriately and stored in laundry or returned to the Service User's room
  - the Home's linen is sorted, washed, dried and ironed appropriately and returned to the linen cupboard or kitchen
  - washing and drying machines are kept clean, including cleaning filters in tumble driers and the laundry is kept clean and tidy.
4. Conduct audit checks on all areas of the Home to ensure that cleaning (both domestic and laundry) has been carried out to a high standard.
  5. Continuously assess the work done by all domestic and laundry staff to ensure a consistently high standard of work.
  6. Liaise with the Home Manager on the effectiveness of the cleaning products and ensure their safe storage in line with the Health and Safety policies

#### Staffing

1. Prepare the housekeeping rotas within the agreed budgeted hours and ensure that staff adhere to those rotas.
2. To assess staffing needs with Manager and to participate in the recruitment and selection of domestic and laundry staff in line with the Company's recruitment policy

#### Training and Development

1. Attend mandatory training as required
2. Maintain professional knowledge and competence
3. Supervise and instruct junior and new member staff in all aspects of their work, giving help and guidance where appropriate

#### Health and Safety

1. Adhere to the Home's waste disposal policy
2. Observe Mead Medical Service's Health and Safety Policy and be aware of your personal responsibilities for health and safety and to keep to safe working practices at all times.
3. Ensure that all the fire regulation policies and procedures of Mead Medical Services Ltd are adhered to and complied with.
4. Report and faulty appliances, damaged furniture or equipment to the Home Manager and Handyperson
5. Report immediately to the home manager, person in charge, any illness of an infectious nature or accident incurred by a Service User, colleague, yourself or other person connected with the Home.

#### Communication

1. Participate in staff and Service User meetings as and when required

### Confidentiality

1. Ensure the confidentiality of information gained whilst performing your duties. If you are in any doubt about divulging information about a Service User or the Company's business to a third party, then please seek advice from your manager before communicating such information.

### General

1. Work with all other staff to ensure a happy, clean, dignified and safe environment for the Service Users.
2. Respect at all times the privacy of Service Users in their rooms and their property
3. Ensure that the security of the Home is maintained at all times
4. Adhere to all the Company's policies and procedures relevant to this role
5. Ensure that all equipment is clean and well maintained
6. Notify the Home Manager or person in charge as soon as possible if you are unable to report for duty and also when you can return to work after an absence
7. Carry out any other tasks which may be reasonably assigned to you

This job description indicates the main duties and responsibilities of this post and is not intended as an exhaustive list.

Mead Medical Services reserves the right to amend this job description from time to time according to the needs of the business, but this is a correct reflection of the duties involved at the time of writing.

Any changes will be confirmed in writing. Please note that you share with Mead Medical Services the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign and date below to indicate your acceptance of this job description.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_