



August 2017

JOB DESCRIPTION

Title:	Housekeeper
Responsible to:	Senior House Manager
Direct Reports:	General Assistants and Relief staff.

Key Objectives:	<ul style="list-style-type: none"> ▪ To ensure all aspects of the house(s) are run safely and efficiently ▪ To co-ordinate and manage all house staff. ▪ To ensure the catering service is provided in line with the 'Safer Food Better Business' Guidelines. ▪ To ensure an efficient handover process is in place and is adopted by all house staff. ▪ To support the Senior House Manager on the application and development of policies and procedures to ensure the service continuously improves. ▪ To ensure a safe environment for communal activities, that are appropriately timetabled and consistent with housing management and health and safety requirements. This will involve consultation with the residents and volunteer group. ▪ Contribute to volunteer engagement within houses
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Expected Outcomes:	<ul style="list-style-type: none"> ▪ All residents feel welcome, included and involved in the house(s) and matters affecting the house are communicated to them as required. ▪ The independence of all residents is maximised in line with their abilities and remain involved in the community in line with their individual needs, by co-ordinating and facilitating the volunteer team to help and assist with residents' needs. ▪ All staff, volunteers, trades persons and other visitors are managed effectively when on site. ▪ Any activities taking place in communal areas reflect the Abbeyfield values and policies and do not interfere with the smooth running of the communal house and are appropriate to the requirements of residents. ▪ All records and administration are accurate and kept up to date. ▪ Overseeing that the meal service runs efficiently and any problems are rectified as soon as possible. ▪ All communal areas of the house(s) are clean, tidy and meet all Health and Safety and Environmental Health requirements.
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Main Tasks:	<p>RESIDENTS</p> <ol style="list-style-type: none"> 1. Be the first point of contact for residents/relatives with regards to all housing and maintenance related concerns/complaints and aim to resolve all issues professionally, effectively and to the satisfaction of those involved. 2. Participate with other divisional staff in the admission of new residents, taking part in interviews and assessments. 3. To contribute to the needs and risk assessment of all applicants,
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- particularly those applicants participating in a trial stay, who are seeking accommodation to ensure they meet the criteria for housing.
4. To alert the Senior House Manager of any individual needs or property risks that have been identified with a resident to ensure the appropriate support can be accessed.
 5. To encourage residents to be involved in the communal house and any activities through the volunteer team.
 6. Work with volunteers and partners to ensure that the programme of social activities have minimal housing management implications and activities are appropriate for residents in line with Abbeyfield values and policies.
 7. Contribute to the maintenance of an up to date local amenities resource file, alongside partners and volunteers.
 8. Promote connections with the local community to enable residents to volunteer in line with individual needs, aspirations and abilities

CATERING

1. Provide a catering service (provision, preparing and serving) in line with the Safer Food Better Business Guidelines that caters for the residents in occupation, ensuring their dietary needs, tastes and preferences are met.
2. Order and/or buy ingredients, equipment and other materials necessary for agreed meal provision, within allocated budgets.
3. Ensure that agreed weekly menus are prominently displayed.
4. Ensure that the kitchen and kitchen practice always meet environmental health standards (Safer Food Better Business Guidance).

ENVIRONMENT

1. Ensure that all communal parts of the house are clean and tidy, and that the garden is well-maintained.
2. Ensure the security of the house at all times.
3. Ensure all repairs are carried out in co-ordination with asset management and in accordance with Abbeyfield service standards and within budget.
4. Understand and observe fire safety regulations and procedures and carry out a regular fire alarm practice.
5. Ensure Health and Safety requirements are met in all areas including staff, residents and general house conditions and that all practices comply with Abbeyfield Guidelines.
6. Ensure that First Aid Boxes are fully stocked and replenished after use.
7. Ensure all incidents/accidents are reported in line with policy and practice.

STAFF

1. Ensure that the rota is planned in advance and in place to ensure adequate staff cover at all times.
2. Effectively manage house staff to guarantee consistent quality service provision.
3. Ensure an efficient handover process is in place and is adopted by all house staff.
4. Ensure that all staff are clear about their role and responsibilities and that their performance meets expectations at all times.
5. Proactively address any performance issues to ensure the quality of service provided to residents is not compromised.

	<ol style="list-style-type: none"> 6. Ensure that regular supervision and team meetings take place with house staff. 7. Continuously review staff performance to identify any skills gap or training requirements that meet individual aspirations (that fit the business need) and endeavour to arrange training as appropriate, with support from Senior House Manager. 8. Maintain records of staff training. <p>FINANCE & ADMINISTRATION</p> <ol style="list-style-type: none"> 1. Ensure that required information is accurate and kept up to date at all times. This includes petty cash, log book, menu book, copy of the inventory book, incident book, accident book and any other records as necessary. 2. Ensure that all purchases are within allocated budgets. 3. Communicate allocated budgets to house staff to ensure no purchases are made outside of the budgets. <p>VOLUNTEERS</p> <ol style="list-style-type: none"> 1. To be an advocate for volunteers and volunteering to ensure the continuation of Abbeyfield's legacy 2. Contribute to a timely induction for volunteers within the houses 3. Provide regular opportunities to meet with and engage volunteers at the houses 4. Follow Abbeyfield's policies and good practice guidance using available resources from Team Pages <p>These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required for the efficient running of the charity. This job description is non-contractual; it will be reviewed from time to time and may be subject to change.</p>
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General Requirements:	<ol style="list-style-type: none"> 1. To act in accordance with Abbeyfield Values, Policies and Procedures at all times 2. To attend meetings and training and development as required 3. To maintain confidentiality at all times and act in accordance with Data Protection requirements 4. To be aware of and comply with safe working practices as laid down by the Health and Safety at Work Act 5. To be aware of, act within and actively seek to promote Abbeyfield policies in respect of equality and diversity 6. To undertake travel to other Abbeyfield locations as required 7. To carry out any additional and reasonable duties as requested
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CANDIDATE PROFILE	
Essential Requirements:	Desirable Requirements:
<ul style="list-style-type: none"> • Good organisational skills. • Experience of dealing with the public. • Competent cook. • Good problem solving skills. • Ability to read, write and work with numbers. • Experience of effective budget 	<ul style="list-style-type: none"> • Experience of working in a supported housing environment preferably with older people • Understanding of the issues surrounding tenant participation. • Experience of working alongside volunteers

<p>management.</p> <ul style="list-style-type: none">• Ability to work flexibly, on own initiative and as part of a team.• Demonstrate an understanding of the needs of older people.• Ability to carry out all aspects of the role to a high standard at all times.• Ability to effectively supervise individuals to perform to their best ability and as an effective team.• Prepared to travel to other venues for training/meetings as required.	<ul style="list-style-type: none">• Current driving licence.• First Aid Certificate.• Food Hygiene Certificate.• Demonstrate IT competency to a good standard.
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