



<b>Job title</b>	Housekeeping	<b>Reporting to</b>	Home Manager
<b>Location</b>	Based in the home you were interviewed in, but you may be required to work on other sites if required		

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### Main Purpose

Required to co-ordinate and deliver an efficient and high quality accommodation and housekeeping service within the home to assist the well-being, comfort and development of its residents.

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### Key Accountabilities

#### Quality

1. Deliver and maintain a clean and tidy environment throughout the home, in line with operational standards, ensuring that work processes comply with quality and statutory regulations.
2. Ensure that Healthcare Ireland's minimum standards are delivered in all home areas in a timely and efficient manner, working as part of a team.
3. Identify and report damage, faults as well as any other issues to the Maintenance Department or Home Manager.
4. Plan and deliver a comprehensive cleaning schedule, undertaking routine Housekeeping Audits as required.
5. Use and store cleaning products in accordance with COSHH regulations, ensuring that all cleaning, laundry equipment and products are used and stored safely.
6. Take responsibility for a safe working environment for self, colleagues, visitors and service users.

#### Innovation

7. The role holder should present the service in a positive light and should be proactive in making suggestions on how to improve the service.

#### Value

8. Carry out stock takes and order cleaning/ laundry materials from approved suppliers, within agreed budget.

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### Knowledge and Skills

The role holder will need to be both numerate and literate, with a good standard of English, as well as have a basic knowledge of COSHH, Health and Safety and Fire Regulations.

### Experience

Relevant work experience in a healthcare environment.

### Autonomy and Impact

Organise and prioritise own work within established procedures, escalating complex issues to a more senior staff member for advice and guidance when required.

<b>Intelligent Problem Solving</b>	The majority of delegated tasks and activities are routine, where problem solving will require the role holder to choose from a range of pre-defined solutions.
<b>Budgets and equipment</b>	Will require to work within a budget to ensure cleanliness of the entire home. Responsible for the proper use of various pieces of housekeeping equipment.
<b>Informatics</b>	Responsible for ensuring the confidentiality and identity of residents at the home.
<b>Communication and Interaction</b>	The role holder may respond to routine enquiries providing some basic information. More complex issues will be escalated to the Home Manager.
<b>Work Environment</b>	The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment.
<b>Special Features</b>	The role holder will be expected to undergo training for COSHH, as well as partake in Healthcare Ireland's mandatory training.

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## **Upholding Company Values Competency Required Level Descriptors**

### **Quality - Of Care, Treatment, Facilities and Staff**

- Checks quality of own work and corrects errors and mistakes
- Follows procedures
- Complies with relevant regulatory and statutory requirements
- Double checks accuracy of own
- Values the input and expertise of colleagues, keeps clear, detailed records and files

### **Innovation - Being Forward Thinking and Thought Leaders**

- Adapts new services already introduced in other areas within the group
- Amends these services to suit the needs of the local service
- Proposes new services to management, taking into account the local needs of the area
- Assists and supports management with developing and implementing these new services

### **Value - Due to Transparency and Flexibility**

- Prices services in line with local needs
- Reacts to local feedback regarding pricing of services
- Regularly reviews services and price points adjusting where appropriate
- Adjusts prices in line with demand for services