

JOB DESCRIPTION:

HOUSE KEEPING ASSISTANT / CLEANER– FRIARY MEADOW (EXTRA CARE, RETIREMENT VILLAGE).

PLACE OF EMPLOYMENT: Friary Meadow, Titchfield

JOB TITLE: House Keeping Assistant / Cleaner, Friary Meadow

EMPLOYER: Friary Meadow Ltd

REPORTING TO: General Manager, Friary Meadow and to the Duty Manager on duty.

Friary Meadow is a development of luxury retirement Properties. On site services include personal care and catering. Property owners live independently in private properties but additional services, such as help with washing, dressing, cleaning and laundry are available to help them do so.

The communal areas of the development are intended to encourage property owners to socialise but there is no compulsion for them to do so. Appropriate events and entertainment will be organised in these areas in line with the wishes of property owners.

Whilst the properties are private dwellings it is intended that the ambiance of the communal spaces should be that of a good quality hotel with hospitality in line with that vision.

Housekeeping Assistant / Cleaners at Friary Meadow provide cleaning, laundry and some catering or catering related services as directed.

The care and wellbeing of the people who live at Friary Meadow is tantamount and because so many of the residents are at home all day, and dependant for their social life on the communal facilities each HKA has a great deal to contribute to the general well-being of the Owners

The highest standards of cleanliness are required for health and social reasons and it is important that an HKA should always be neat and presentable. It is also important that they help in creating a pleasant atmosphere by being friendly towards and respectful to the residents both in their properties and the common rooms.

Post holders will be expected to work on any day of the week and on public holidays when required to do so unless otherwise agreed in their contract of employment.

Core competencies:

As well as the task specific competencies needed to deliver the responsibilities described below the HKA team are expected to be flexible and helpful, responsive to requests from owners and supervisors and be caring and have a friendly and approachable demeanour.

Key Responsibilities of the post holder:**Care of individual properties**

Each Owner has been guaranteed 1.5 hours help in their own home each week. The exact nature of the tasks to be undertaken in each property is the responsibility of the General Manager and Duty Managers and will be determined in consultation with the Owner and delivered as required by the HKA team. These duties will certainly include – but not exclusively - general cleaning (vacuuming, dusting surfaces, washing surfaces where needed, cleaning internal windows and laundry).

Care of public areas, corridors, lounge and dining room

At all times the appearance and cleanliness of all the common areas must be maintained to the highest standards. Each HKA will contribute to this as required by the General Manager / Duty Manager

Help in the kitchen, dining and sitting rooms

An integral part of the work of the Housekeeping Assistants, at the discretion of the Manager and the Duty Manager, is to help the cook in the kitchen, to serve meals in the dining room and light refreshments in the sitting-room and communal areas and to clear away.

Care for owners

Because of the nature of Friary Meadow and the variety of needs of the residents, each HKA needs to be flexible in their approach:

They may be required to undertake varied duties such as shopping, ironing, washing clothes, as well as cleaning.

The package of assistance offered to each Owner will be worked out by the Manager and Duty Managers and will be based on the Owner's needs and preferences.

Housekeeper / Cleaners do not provide personal care and are not trained to do so.

General:

This job description is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in the light of changing demands and priorities. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.

The postholder must work at all times in accordance with Company policy and tell a supervisor in the event that they observe colleagues failing to do so.

In addition to the duties stated, the post holder will undertake other such duties as may be required by Friary Meadow Ltd and Oak Retirement Ltd

The post holder must comply with any uniform code that may be in place.

Equal Opportunities and Respectfulness

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Be respectful to the residents both in their company and in their absence.

Confidentiality

The post holder may, in the course of his or her duty, learn or observe things about the residents.

The General Data Protection Regulation (GDPR) which came into force on 25 May 2018 and the Data Protection Act (DPA) 2018 place strict controls over how private information is to be used. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution or an action for civil damages in addition to any disciplinary action which might include dismissal.

The post holder will be receipt of private information about residents and will respect that privacy at all times.

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employer's Health and Safety policies and to ensure that they:

1. Take reasonable care of themselves and for others at work.
2. Co-operate with the Company, as far as necessary, to enable them carry out their legal duty.
3. Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.

4. Report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to the Manager

A copy of the current Health and Safety Manual will be kept at the development.

Disclosure and Barring Services (DBS) and Adult First Check

The postholder will be subject to an application to the Disclosure & Barring Service. All offers of employment are subject to the completion of satisfactory checks. Such checks will continue to be made throughout the post holder's employment in line with statutory requirements and any the postholder must inform their supervisor in the event that any circumstance arises that may affect their eligibility to hold this post.

As HKA / Cleaning staff do not provide personal care an 'enhanced' DBS or Adult First Check will not be carried out but they are required to inform their supervisor of any event or circumstance that might be revealed should such a check be carried out.

Training

The post holder will be required to attend meetings, training courses and follow-up refresher courses as required. If the post holder is asked to carry out duties for which he/she is not trained the post holder must inform the manager / duty manager at once.

Behaviour

All staff are required to behave professionally at all times. If a staff member has any concerns about the operation of the facility, or about their personal employment circumstances, they are free to raise these with their supervisors, the on-site management team or the managing agent. They are not, however, to discuss them with Property owners or residents or ask owners or residents for support or advice.

Gifts and gratuities

In order to ensure residents are not exploited all staff, including the post holder, are forbidden from receiving gifts and gratuities from residents or from trading with residents. Nor may any member of staff accept legacies from residents. Breaching this rule may lead to dismissal.

January 2019