

## **JOB DESCRIPTION HEAD HOUSEKEEPER**

**Job Title:** Head Housekeeper  
**Responsible to:** Deputy Manager  
**Accountable to:** Registered Manager

At Evermore Care, we believe in delivering meaningful person-centered care to our residents. Our homes provide state-of-the art facilities offering the very best in personal, dementia and respite care.

### **EVERMORE VISION AND VALUES:**

- Wellbeing
- Freedom
- Community

We are here to make a difference, with a people-first culture and a commitment to living our values every day.

### **JOB SUMMARY**

To ensure a clean environment for our residents and staff, providing high standards of cleanliness, ensuring adherence to Evermore Care policies and procedures, Health & Safety, COSHH and infection control procedures.

To ensure the smooth running of the housekeeping department and to lead, motivate and inspire the team.

### **KEY RESPONSIBILITIES**

Specific responsibilities include, but are not limited to the following:

1. To maintain a safe and clean environment throughout the home.
2. To clean furnishings and equipment within the home, in line with the manufacturer's guidelines, and the training provided.
3. To be responsible for ensuring that all cleaning schedules are adhered to.
4. To regularly monitor the condition of equipment and machinery used within the domestic and laundry functions, reporting any problems to the maintenance team and management team.
5. To manage stocks of cleaning and other materials required within the domestic and laundry functions and order items, as required, in conjunction with your line manager.

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6. To ensure that Residents rooms are always clean and presentable, and vacant rooms are prepared for new admissions.
7. To ensure, through agreed schedules of work, that infection control standards are achieved.
8. To be responsible for ensuring the COSHH file is up-to-date with the COSHH Health & Safety Data Sheets and ensure compliance at all times.
9. To ensure that all cleaning equipment is correctly and safely used and kept in a safe condition and to report any defect to the Registered Manager.
10. To be sensitive to the privacy and individual needs of residents.
11. In conjunction with your line manager, discuss and agree any replacement equipment and machinery that is required.
12. To regularly monitor the stock and condition of linen, bedding, etc and agree repairs and replacement with your line manager.
13. To ensure that all staff under your supervision are aware of COSHH regulations and comply with these.
14. To be responsible for all relevant paperwork, ensuring that CQC regulations are met.
15. To be responsible for completion of regular housekeeping meetings and ensuring all actions are completed.
16. To manage complaints regarding domestic and laundry issues in line with company policy.
17. Maintain a pleasant working environment and present a warm, friendly, and helpful attitude when dealing with colleagues, residents and visitors.
18. To be responsible for the management of departmental budgets.

## **GENERAL RESPONSIBILITIES**

1. To undertake any other duties as required in keeping the service running smoothly, as delegated by the Senior or Management Team.
2. To actively support the achievement of the service's objectives.
3. To be technically competent with all in-house IT systems.

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4. To actively participate in the process of supervision and performance review (appraisal) and personal development planning.
5. To assist in induction and orientation of new members of staff.
6. To show an understanding and working knowledge of CQC standards.
7. To support and maintain a safe environment for residents, visitors, and staff through awareness of Health and Safety and Fire Safety policies and procedures.
8. To attend appropriate training programmes and courses as required.
9. To ensure familiarity and adherence to appropriate Company Policies and Procedures, e.g., Confidentiality, No Smoking, Fire, Health and Safety etc

## **QUALITY ASSURANCE**

1. Undertake periods of delegated responsibility as required demonstrating sound judgement in the use of support and deployment of resources.
2. Utilise knowledge and skills in a competent manner that promotes confidence in colleagues, residents and carers.
3. Support Management in maintaining and monitoring all Governance processes and systems e.g., Audit Calendars and action planning.
4. Complete audits as required ensuring actions identified are completed in a timely manner.
5. Support staff development through supervision and appraisal processes.

## **EDUCATION AND TRAINING**

1. Promote and participate in developing a culture of lifelong learning.
2. Ensure that all opportunities for professional development are taken and encourage any colleagues for whom supervisory responsibility is held to do the same.
3. Ensure that all required and non-required training (as identified by management) is attended.

## **HEALTH AND SAFETY**

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As an employee of Evermore Care, the post holder has a duty under the Health and Safety at Work Act 1974, to:

1. Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
2. Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
3. Actively manage individual, activity and environmental risk to ensure the safety of the resident, self, colleagues and wider public.
4. Report all accidents, dangerous occurrences, incidents, and hazards in line with company policy.
5. Understand and follow and relevant risk assessments.
6. Respect confidentiality relating to information gained through employment and to ensure information is not disclosed to any unauthorised person/agency.

## **EQUALITY AND DIVERSITY**

1. Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge, and skills.
2. Respond to the needs of residents and their carers in an open and honest and non-judgmental manner, that respects the rights of individuals, and those of groups in society.
3. Demonstrate respect of the gender, sexuality, ethnicity, culture and spirituality of colleagues, residents/ residents and their carers.
4. Provide holistic, needs-led services, that reflects a commitment to equal opportunities and encourages self-determination and freedom of choice.
5. Optimise people's opportunities for independence, autonomy, and agency, and promote social inclusion.

## **CONDUCT AND COMPETENCY**

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1. Maintain confidentiality and a high professional standard in resident care at all times.
2. Follow company policies and procedures and maintain up-to-date skills and knowledge through participation in continuing practice development.
3. Respect the individuality, values, cultural and religious diversity of all, ensuring one's own practice is sensitive to these factors and contributes to the provision of a culturally inclusive service.
4. Be alert to potential ethical dilemmas and sensitive situations, discussing these with colleagues, seeking guidance as necessary, and recognizing limits of own experience knowledge and competence.
5. Review and reflect on own practice and performance through effective use of clinical/managerial/peer supervision (as agreed with the line manager).
6. Keep a record of training and development activities.
7. Exercise professional accountability and responsibility at all times.
8. Ensure care is delivered in a person-centred way mindful of age, gender, sexuality, ethnicity, cultural and spiritual needs.
9. Ensure carers / significant others are routinely included in the planning implementation and evaluation of care, within accepted parameters of confidentiality.
10. Use appropriate professional knowledge, judgement, and skills in order to guide a non-clinical decision-making process in an ethical and accountable way which is open to the scrutiny of peers.

## **STAFF INVOLVEMENT – INDIVIDUAL RIGHTS AND RESPONSIBILITIES**

1. Work in partnership to achieve service objectives and promote a positive culture of working together through good communication, openness, honesty, and respect.
2. Promote positive working relationships with team colleagues in order to work effectively.
3. Exercise good personal time management, punctuality, and consistent reliable attendance.

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This job description is not exhaustive and is subject to regular review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

**Agreed by:**

\_\_\_\_\_  
**(Employee)**

\_\_\_\_\_  
**(Date)**

\_\_\_\_\_  
**(Line Manager)**

\_\_\_\_\_  
**(Date)**