



## JOB DESCRIPTION

<b>Job Title:</b>	Housekeeper
<b>Company:</b>	ClwydAlyn Housing Association
<b>Responsible to:</b>	Manager or in their absence the senior person on duty
<b>Grade:</b>	Res Rate 1
<b>Qualifications:</b>	Experience in a domestic environment
<b>Date of Evaluation:</b>	March 2011

### **Covid-19 Vaccine requirement:**

This role requires staff to have received the Covid-19 vaccine. For those joining the company who have not received the vaccine, arrangements will be made upon commencement in post.

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### **1. Purpose of the post:**

- 1.1 To provide a cleaning and laundry service. To work alongside residents and staff in providing a clean and safe living environment. To make orders and maintain the cleaning supplies for the home.

### **2. Knowledge and Abilities**

- 2.1 Ability to maintain to an acceptable standard in all designated areas, a clean and safe living environment.
- 2.2 To have an understanding and be alert to any health & safety issues that may arise in the role of housekeeper and be able to take appropriate action.

2.3 To have a good working knowledge of COSHH i.e. Control of Substances Hazardous to Health Regulations 1994.

2.4 To be able to keep an inventories of the homes and residents belongings and equipment.

2.5 Ability to repair and alter clothing, linen, curtains e.g. lengthening, shortening, hemming and the replacement of zips and buttons.

### **3. Managing Others**

3.1 Assist new and less experienced staff to become familiar with the work as indicated by the manager.

### **4. Working with Others**

4.1 To perform cleaning and laundry tasks alongside residents and staff to ensure that the residents needs are met.

4.2 To work in a way that promotes the resident's rights, choice, independence, privacy and dignity while conducting your duties.

### **5. Problem Solving / Decision Making / Innovation**

5.1 To develop and maintain a stock control system for the home of all cleaning and laundry supplies and equipment.

### **6. Use of Technology**

6.1 To be able to use various types of cleaning and laundry equipment provided by the home for the role of housekeeper.

6.2 Ensure that equipment and utensils are in proper and safe operating condition.

6.3 Follow manufacturers' instructions in the operation and use of all equipment and chemicals.

### **7. Budgets and Cash Handling**

7.1 To handle any financial transactions in line with Company's policies and procedures.

### **8. Unsocial Conditions / Special Circumstances**

- 8.1 To work shifts that involves evening and weekend working.
- 8.2 To respond flexibly to requests to cover additional shifts or to cover in the cases of emergencies.
- 8.3 As part of the cleaning and laundry tasks around the home you will be required to work in conditions that are dirty and unpleasant.

## **9. Company's Core Responsibilities**

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Company Chief Executive, Company Chief Executive or Board of Management.

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