



Role Profile and Person Specification

House Keeper

Responsible to:	Head of House Keeping, Senior Carer, Deputy Manager
Responsible for:	N/A
Location:	Residential
Grade:	Grade2
Role Profile Ref:	

Context

Care Dorset's vision is "A world where people can thrive". This vision conveys our ambition to have a society in which individuals have the conditions, opportunities, and support to lead fulfilling, successful and meaningful lives. We have an ambitious five-year strategy focused on working towards achieving this vision.

Care Dorset launched in October 2022 as a new provider supporting adults across a range of support models and in different settings including reablement, day opportunities, supported living, extra care as well as residential care. We are a local authority trading company, wholly owned by Dorset Council, with strong ambitions to innovate and transform our existing services to deliver better outcomes for people as well as growing commercially.

We are passionate about not only providing the highest quality of support, but in also providing rewarding and meaningful career opportunities to our colleagues.

The role

The Housekeeper will:

- Ensuring that a clean and welcoming environment is provided for our clients and customers, staff and visitors, maintaining Care Dorset's reputation
- Providing a safe environment, ensuring infection control and hygiene policies and procedures are followed
- Getting to know clients' requirements and preferences and providing a personalised service
- Contributing to safeguarding the welfare of clients

Key responsibilities

- Undertaking a variety of general cleaning tasks which may be in clients' rooms and / or

- communal areas, including but not limited to: bed making, vacuuming, dusting, floor washing, dishwashing, toilet cleaning, emptying bins and recycling
- Cleaning to the expected standards, in line with Care Dorset's policies and procedures, including the infection control policy
- Maintaining up to date knowledge about efficient and safe use of cleaning equipment and appropriate and safe use of chemical cleaning products and COSHH regulations.
- Keeping all cleaning equipment in good working order and carrying out routine maintenance tasks on cleaning equipment. Reporting any faults.
- Providing an initial response to requests or complaints with professionalism and understanding. Referring to a senior member of staff where appropriate
- Keeping basic records up to date, including cleaning charts in rooms, providing evidence of cleaning for the benefit of clients' families and for audit and inspection purposes
- Ensuring high standards of personal hygiene and presentation in accordance with the infection control and uniform policies
- Attending staff meetings as and when required

This role profile is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

What Benefits Will I Receive

Generous Annual leave entitlement - starting at 27 days, rising to 31 after 5 years (exc. Bank holidays)

- Enhanced Maternity Pay
- Occupational Sick pay entitlement from day one
- Funded Blue Light discount package (superb discounts on travel, leisure, entertainment and more)
- Access to Employee Assistance Programme
- Comprehensive induction
- Excellent training & development opportunities supporting career progression.
- Access to Litmos online learning platform – our one stop shop for learning & development
- Refer a Friend Bonus - up to £300 per person you refer (Uncapped and paid on successful appointment)
- Celebrated success through annual awards ceremony

Person specification

Must have

- Ability to use a range of cleaning equipment and to read and carry out basic instructions.
- Written English skills as required to complete cleaning records
- A reasonable level of physical fitness as required to carry out the role
- Ability to work alongside existing and new members of the team
- Ability to communicate with clients to provide a welcoming environment
- Prepared to work towards a Certificate in Infection Control.
- Understanding of basic health and safety requirements
- Basic knowledge of cleaning equipment

Good to have

- Certificate in Infection Control.
- Protection of Vulnerable Adult Training.
- Ability to work on own initiative
- Previous cleaning experience
- Awareness of Health and Hygiene practices, COSHH regulations, infection control procedures