Care Dorset

Job Description and Person Specification

Head of Housekeeping

Responsible to:	Deputy Manager
Responsible for:	Housekeeping Colleagues
Location:	Dorset
Grade / Salary:	Grade 6:
JD Ref:	CD045

Context

Care Dorset is a Local Authority Trading Company (LATCO), wholly owned by Dorset Council. The company began delivering services to Dorset Council residents in October 2022. Whilst Care Dorset is relatively new, around 700 of our colleagues have been making a positive impact to residents of Dorset since 2015, and in many cases, long before that. Those same colleagues joined Care Dorset – through a TUPE transfer and are ready to play their part in Care Dorset's success.

The role

The Head of Housekeeping is responsible for overseeing all housekeeping and cleaning services within the home ensuring the highest standards of cleanliness, hygiene, and health and safety are maintained. The Head of Housekeeping manages a team of housekeeping staff, implements cleaning protocols, and works closely with the care team to maintain a safe and welcoming environment for people we support and colleagues.

Key Responsibilities

Management and Supervision:

- Lead, motivate, and supervise the housekeeping team, ensuring effective performance and professional standards.
- Create colleague schedules to ensure adequate coverage at all times, especially during peak periods.
- Provide ongoing training, support, and guidance to housekeeping colleagues, ensuring they are up-to-date with infection control, health and safety regulations, and company policies.
- Conduct regular performance appraisals and monitor staff attendance and conduct.

Cleaning and Hygiene Standards:

- Ensure that all areas of the home (including people we support rooms, communal areas, offices, kitchens, and bathrooms) are cleaned and maintained to the highest standards of hygiene and cleanliness.
- Develop and implement daily, weekly, and monthly cleaning schedules that meet regulatory standards and the home's needs.

- Oversee the use of appropriate cleaning products and equipment, ensuring they are stored and used safely.
- Ensure compliance with infection control protocols and local/national health regulations to prevent cross-contamination and maintain a safe environment for people we support and colleagues.

Health and Safety Compliance:

- Ensure all housekeeping practices comply with the relevant health and safety regulations and infection control procedures.
- Maintain up-to-date knowledge of relevant legislation, including COSHH (Control of Substances Hazardous to Health) and food hygiene standards.
- Conduct regular health and safety audits and risk assessments, implementing corrective actions where necessary.

Inventory and Budgeting:

- Manage the procurement of cleaning supplies, linens, and other housekeeping materials, ensuring adequate stock levels are maintained.
- Monitor and control housekeeping department expenses, adhering to budgetary constraints and identifying cost-saving opportunities where possible.
- Ensure all equipment is properly maintained and serviced as needed to ensure safe and effective operation.

People We Support and Family Interaction:

- Ensure that people we support rooms are cleaned to their preferences, offering a person-centred approach that respects their dignity and individuality.
- Contribute to ensuring a pleasant environment for people we support by ensuring that communal areas are welcoming, tidy, and aesthetically pleasing.

Communication and Reporting:

- Maintain effective communication with other departments, including care teams and management, to ensure smooth operations.
- Report any issues related to cleanliness, maintenance, or safety to the relevant person in charge.
- Keep accurate records of cleaning schedules, inspections, and any incidents or complaints.

Staff Training and Development:

- Foster a culture of continuous improvement and personal development within the housekeeping team.

In addition to the above, the Head of Housekeeping will be expected to:

- Undertake regular training required to fulfil the role to a high standard.
- Adhere to our policies, procedures and standards as published.
- To uphold and embody Care Dorset's values and behaviours in all that you do.

Care Dorset is committed to safeguarding and promoting the welfare of vulnerable adults and expects colleagues and volunteers to share this commitment. We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect colleague to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

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

Care Dorset

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)

Our Values and behaviours

We are People Focused

- We place the people we support at the heart of our decision-making.
- We support people to be the best they can be.
- We take time to listen to people.
- We assume positive intent.

We have integrity

- We act with kindness and compassion.
- We have the courage to stand up for what is right.
- We are open, transparent and accountable.
- We will always champion positive outcomes

We will develop

- We will continually evolve the way we do things to meet the needs of the people we support.
- We seek, reflect on and learn from feedback.
- We are open minded and curious.
- We are committed to our own personal development.

We are genuine

- We treat people with respect.
- We are informal and professional in our approach.
- We take ownership for our words, our actions and outcomes.
- We communicate in an open, accurate and straightforward way.

We are a team

- We work together to achieve more.
- We are committed to working with and supporting others.
- We build positive working relationships both internally and externally

Person specification

Must haves:

- Proven experience in a housekeeping management role, preferably in a care or healthcare setting.
- Strong knowledge of health, safety, and infection control regulations.
- Excellent leadership and team management skills.
- Good organisational skills with the ability to plan, prioritize, and delegate tasks effectively.
- Good communication skills, both written and verbal.
- Ability to work independently and as part of a team.
- Understanding of the needs of vulnerable individuals and the ability to treat people we support with dignity and respect.
- Basic understanding of budgeting and inventory management.

Good to have:

- NVQ or similar qualification in Housekeeping, Health and Social Care, or a related field.
- Experience working in a registered care setting.
- Training in infection control or COSHH management.
- Ability to contribute to service development
- Full driving licence