

## Job Description

**Job Title: HOUSEKEEPER**

**Job Code: SH03**

**Job Holder:**

**Department: SUPPORTED**

**Position in the organisation:**

Responsible to: Housing Officer

Direct reports: All Supported House staff (as applicable)

Works in conjunction with: All Supported Housing team, Tenant Support Group (if applicable), Property Department, Finance Department

<b>Key objectives</b>	<ul style="list-style-type: none"> <li>• Maximise the quality of life of every tenant living in the house</li> <li>• To ensure all aspects of the house is run smoothly, safely and efficiently</li> <li>• To coordinate and manage all domestic staff</li> <li>• To ensure the catering service is provided in line with the Safer Food Better Business guidelines</li> <li>• To ensure that an effective and efficient handover process is in place and is adopted by all house staff</li> <li>• To support the Housing Service Manager on the implementation and development of policies and procedures to ensure the service meets the tenants and Organisation's requirements</li> <li>• To lead on the development of a programme of social activities in consultation with tenants that meets their needs and abilities and where possible their aspirations</li> </ul>
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<b>Expected Outcomes</b>	<ul style="list-style-type: none"> <li>• All tenants feel welcome, included and involved in the house and satisfied with the service provided</li> <li>• The independence of all tenants is supported and maximised in line with their individual needs and abilities</li> <li>• All tenants are encouraged and supported to be involved in the community in line with their individual needs, aspirations and abilities</li> <li>• All staff and volunteers are managed effectively</li> <li>• All records and administration are accurate and kept up to date</li> <li>• All areas of the house are clean and tidy and meet all health and safety and environmental health requirements</li> </ul>
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<b>Main Tasks</b>	<p><b>TENANTS</b></p> <ol style="list-style-type: none"> <li>1. Participate with the Head Office Housing Team in the admission of new tenants, taking part, where applicable and possible, in interviews and assessments</li> <li>2. To contribute to the needs and risk assessment of applicants who are seeking accommodation in accordance with the organisation's policies.</li> <li>3. To alert the Housing Officer of any identified needs and/or risks to enable, as far as possible, that the support to the individual remains appropriate to enable them to continue to enjoy as much independence and social engagement as possible</li> <li>4. With the Housing Officer, support individuals who need to move on from Supported Housing, to secure suitable alternative accommodation.</li> <li>5. Proactively encourage tenants to be involved in the house; welcome</li> </ol>
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- and encourage their participation in activities
6. Contribute to the development and delivery of a programme of social activities in conjunction with colleagues and outside organisations and in consultation with tenants Be the first point of contact for tenants/relatives with regard to tenants welfare and wellbeing, complaints, resolving all issues professionally, effectively and to the satisfaction of those involved
  7. To attend supervision and appraisal meetings with the Housing Officer in line with policies and procedures
  8. Update 'Lifeline' on current information with regard to Tenants and undertake and document quarterly Lifeline checks

### **CATERING**

1. Provide a catering service (provision, preparing and serving) in line with the Safer Food Better Business Guidelines that caters for the tenants, ensuring their dietary needs, allergies, tastes and preferences are met.
2. Order and/or purchase ingredients, equipment and other materials necessary for the agreed meal provision, within the allocated budget
3. Ensure the agreed weekly menus are prominently displayed
4. Ensure the kitchen and safe kitchen practice always meets with food safety and environmental health standards

### **ENVIRONMENT**

1. Ensure that all communal parts of the house are clean and tidy, and that the garden areas are well maintained
2. Ensure the security of the house at all times
3. Report all repairs to the Property Department and Housing Officer and ensure that they are carried out
4. Understand and observe fire safety regulations and procedures and carry out at least one fire drill per annum
5. Ensure health and safety requirements are met in all areas including staff and general house conditions and work with the Housing Officer to undertake and implement actions from risk assessments
6. Ensure that first aid boxes are fully stocked and replenished after use
7. Ensure that all incidents/accidents are reported, where applicable in line with policies and procedures
8. Make arrangements for the disposal of waste

### **STAFF**

1. Ensure that the Head Office Housing Team is notified of any rota change, in advance, to ensure adequate staff cover at all times
2. Arrange cover for annual leave and sickness in liaison with the Housing Officer
3. Ensure that all leave requests are sent to the Housing Officer
4. Effectively manage the house domestic staff to guarantee consistent quality service provision
5. Ensure an efficient handover process is in place and adopted by all house staff
6. Ensure that cleaning staff are clear about their roles and responsibilities and that their performance meets expectations at all times
7. Proactively address any performance issues to ensure quality of service
8. Maintain staff records as appropriate

### **FINANCE & ADMINISTRATION**

1. Ensure that required information is accurate and kept up to date at all

	<p>times. This includes petty cash, log/communication books, menu books, accident books, maintenance books and fire logs and all other necessary records</p> <ol style="list-style-type: none"> <li>2. To assist the Housing Officer in the collation of information for any quality or monitoring returns</li> <li>3. To ensure that all purchases are within allocated budgets</li> <li>4. Liaise with the Housing Officer if any purchases need to be made outside the budget prior to purchasing</li> </ol> <p><b>VOLUNTEERS</b></p> <ol style="list-style-type: none"> <li>1. Work with volunteers to ensure their participation enhances the service provided to tenants</li> <li>2. Ensure all volunteers work in line with the organisations policies and procedures</li> <li>3. Retain an up to date list of volunteers</li> </ol>
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<p><b>General Requirements</b></p>	<ol style="list-style-type: none"> <li>1. To act in accordance with the organisations values, policies and procedures at all times</li> <li>2. To attend meetings and training and development as required by the organisation</li> <li>3. To maintain confidentiality at all times and act in accordance with the Data Protection Act</li> <li>4. To be aware of and comply with safe working practices as laid down by legislation</li> <li>5. To take contribute and attend individual performance reviews and appraisal as and when required</li> <li>6. To be aware of, act within and actively seek to promote the organisations policies in respect of equality and diversity</li> <li>7. To undertake travel to other sister premises and Head Office as and when applicable</li> </ol> <p><b>The post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.</b></p>
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## PERSON SPECIFICATION

**Job Title: Housekeeper**

Competency	Performance Criteria
<b>Professional Practice:</b>	
Modelling best practice	<ul style="list-style-type: none"> <li>• Demonstrate evidence of appropriate qualification to undertake the post</li> <li>• Demonstrate evidence of working with older people</li> <li>• Demonstrate working knowledge of practical skills as applicable to the home</li> <li>• Apply risk assessment practice</li> <li>• Be able to manage a small household budget</li> </ul>
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> <li>• Maintain the well-being of the tenants at all times</li> </ul>
Decision making	<ul style="list-style-type: none"> <li>• Demonstrate effective judgement as to the well-being of the tenants</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Current knowledge of H&amp;S legislation etc.</li> <li>• Application of H&amp;S practices</li> <li>• H&amp;S risk assessment</li> </ul>
<b>Interpersonal Skills:</b>	
Management of staff	<ul style="list-style-type: none"> <li>• Practical supervision of staff</li> <li>• Effective use of staff resources</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Ensure best use of people</li> </ul>
Management of diversity	<ul style="list-style-type: none"> <li>• Demonstrate awareness of different values/cultures amongst tenants and staff</li> <li>• Recognise diverse and unique needs of each tenant</li> </ul>
Effective communication	<ul style="list-style-type: none"> <li>• Communication skills with different groups, e.g. staff, tenants, local community</li> <li>• Effective/efficient handovers</li> <li>• Demonstrate IT competence to a good standard</li> </ul>
Self development	<ul style="list-style-type: none"> <li>• Evidence of keeping up to date with related issues</li> <li>• Take on further responsibilities</li> <li>• Undertake relevant training</li> </ul>
<b>Planning &amp; Control:</b>	
Organisational skills	<ul style="list-style-type: none"> <li>• Prioritise</li> <li>• Meet deadlines</li> <li>• Crisis management</li> <li>• General time management</li> </ul>
Operational requirements	<ul style="list-style-type: none"> <li>• Valid full driving licence</li> <li>• Valid vehicle business insurance</li> </ul>
<b>Personal Attributes:</b>	
Mutual support	<ul style="list-style-type: none"> <li>• Be aware of support needed by others</li> <li>• Consider how actions could support others</li> <li>• Be prepared to give encouragement and help when needed</li> <li>• Offer help to other groups</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Explain things simply</li> <li>• Keep to the point</li> <li>• Style that is warm and friendly</li> <li>• Express ideas confidently</li> </ul>
Interpersonal sensitivity	<ul style="list-style-type: none"> <li>• Tailor style and service to meet individual's needs</li> <li>• Build rapport with customers, colleagues and staff</li> <li>• Exhibit a pleasant, professional manner</li> </ul>

Judgement	<ul style="list-style-type: none"> <li>• Ask questions to gather necessary information</li> <li>• Weigh the advantages and disadvantages of a course of action before reaching a decision</li> <li>• In the absence of all relevant information, defer making a decision until all the necessary extra data is gathered</li> </ul>
Team working	<ul style="list-style-type: none"> <li>• Happy when working in a team environment</li> <li>• Promote harmony within the team</li> <li>• Loyal to the team as a unit</li> </ul>

## TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> <li>• Induction</li> <li>• Emergency First Aid</li> <li>• Moving &amp; Handling</li> <li>• Adult Protection</li> <li>• Fire Awareness</li> <li>• Basic Health &amp; Safety (including COSHH regulations)</li> <li>• Certificate in Food Hygiene – Equivalent to a Level 2 qualification</li> <li>• Managing Complaints</li> <li>• Equality &amp; Diversity</li> <li>• Infection Control</li> </ul>