



**The Royal Star  
& Garter Homes**  
Caring for the nation's military family since 1916

## **Job Description**

**Job Title:** Housekeeper/Laundry Assistant  
**Reports To:** Housekeeping Supervisor  
**Accountable To:** Home Manager

### **Main Purpose of Job:**

- To be responsible for the day to day upkeep and cleanliness of specific areas within the Home, ensuring the delivery of high quality cleaning under the direction of the Lead Nurse or Registered Nurse on duty
- To ensure whilst carrying out the role, that at all times residents are treated with respect and dignity and that individual's rights to privacy, independence and choice are met

### **Key Tasks and Responsibilities**

- To carry out day to day cleaning tasks as set out in the cleaning schedule, including the cleaning and up keep of all communal areas and residents' rooms.
- To ensure the highest standards of cleanliness are met, complying with infection control standards throughout the Home
- To carry out laundry duties to a high standard as set out in the schedule using the high tech laundry system (where full training will be given)
- To carry out smaller detailed laundry tasks as required such as labeling and minor repairs to resident's clothes
- To adhere to the cleaning schedules and method statements, ensuring the correct and safe use of equipment and chemicals. Always follow manufacturer's instructions and adhere to regulations
- To maintain and requisition cleaning materials in order to deliver cleaning service
- To use all mechanical equipment in a correct and safe manner. To report any defective equipment to the Manager and to take it out of service immediately, ensuring that it is clearly labelled as "OUT OF ORDER"
- To display 'wet floor' warnings signs, as appropriate and remove once the floor is dry
- To always follow the Home's policies and procedures with regards to cleaning for example correct colour coding for equipment and rubbish bags and clinical waste
- To dispose of clinical and domestic waste correctly and safely
- To adhere to the operational policy regarding the wearing of jewellery and to always wear the uniform and other protective clothing provided
- To, at all times, maintain high standards of personal hygiene
- To ensure security of the premises is maintained at all times: combination codes or keys must not be given out to anyone without management permission

- To understand that staff may be requested to work in any appropriate area within the department
- To adhere to and work within the Food Safety (General Food Hygiene) Regulations 1995
- To report accidents /incidents and any health and safety issues or concerns to the Registered Nurse and complete relevant paperwork.
- To assist with induction and provide support to new members of staff where required
- With regard to yourself, to take responsibility together with your manager for your own development and ensure you maintain an up to date knowledge of all areas relevant to your role
- To attend training courses appropriate to the post

## **General**

- To undertake such other duties as may be required and which are consistent with the nature of this post.
- At all times, to promote the interests of The Royal Star and Garter Homes and ensure that the culture and ethos of The Royal Star & Garter Homes is maintained, nurtured and supported.
- To ensure within the scope of your role that you promote health and safety and comply with the requirements set out in the Home's Health & Safety Policy and comply with guidelines for moving and handling Residents
- To actively promote the concept of Equality of Opportunity in all day to day activities
- To be aware of and comply with the Home's security procedures
- The post requires a high degree of confidentiality. The job holder will be required to meet these exacting standards at all times, whether in or outside work. Failure to comply with this requirement would be regarded as Gross Misconduct.
- To promote and deliver the highest standards of care, respect and support to residents, colleagues and others

## **Person Specification**

### Essential

- Able to work unsupervised and as part of a team
- Honest, reliable and responsible
- Hardworking and consistent in their work
- Good timekeeping
- Hygienic and have an awareness of Health & Safety regulations
- Methodical, demonstrating accurate measuring of cleaning materials
- Able to follow instructions
- Able to demonstrate good communication skills
- Be physically able to carry out the requirements of the role
- Show total commitment to excellent customer service and satisfaction

### Desirable

- Previous experience in a similar role
- An interest in working with older people and an understanding of their needs

## **Areas of Competencies required for this role**

### **Effective Communication**

Ensuring communication with others is clear and effective, both verbally and in writing, and that the style and the language used is appropriate for the situation or audience.

### **Providing excellent care**

A strong commitment to nursing the elderly and providing the highest standards of care to enable residents to allow them to live their lives as fully and independently as possible. It is about recognizing that each person is an individual and adapting one's own approach

accordingly.

**Personal qualities - professionalism, resilience and self-awareness**

Acting in a professional manner and showing determination, drive and commitment at all times and particularly when faced with challenges and setbacks. It is about being aware of one's strengths and limitations and actively seeking and making use of opportunities for development.

**Leading and getting the best from others**

Leads by example and has high expectations of others and what they can achieve; recognises and acknowledges the strengths of people in their team and shares their own knowledge and skills in order to develop them further. Challenges poor practice and performance issues in a timely and constructive manner.

**Effective team working**

Treating others with respect and working in a collaborative and cooperative manner building positive and effective relationships at all levels.

**Organisational skills**

Developing a logical approach to work, evaluating situations carefully and thinking ahead to anticipate problems and deal with them effectively.

**The Charity reserves the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder and where possible the Charity would hope to achieve mutual agreement to any reasonable changes.**