



POST: **SUPPORT SERVICES ASSISTANT (Housekeeping Assistant)**

RESPONSIBLE TO: Operations Lead

KEY RELATIONSHIPS: Home Manager Manager, Senior Nurse Manager, Residents, Healthcare Assistants and Supervisors, Clinical Managers, Nurses, Support Services team

Job purpose and description

The Support Services Assistant (Housekeeping Assistant) undertakes a range of service and cleaning duties throughout the Home, to ensure that the environment is safe and pleasant for staff and residents. Reporting directly to the Housekeeping Manager, the key duties and responsibilities will include:-

Role and Responsibilities

1. Cleaning (reception, wings, offices, hatch, toilets, kitchens and other areas as required) according to rota

- Sweep or suction clean or dust or mop/spray areas/surfaces to be cleaned as appropriate
- Dust or damp clean windows, windowsills, banisters and handrails, pipes, radiators, paintwork, doors, walls etc
- Buff floor areas using appropriate machinery
- Clean furniture, fittings, fixtures, crockery, cutlery, trolleys, water jugs, trays, dishwashers, shelves
- Wash up in hatch after meals
- Empty refuse bins and restock bags
- Clean all sanitary ware
- Replenish toiletries
- Clean and polish glass, mirrors, sinks, washbasins, tiles
- Remove, have cleaned and rehang curtains
- Clean cupboards and lockers (in resident rooms personal belongings may be moved with care and repositioned after cleaning)

General cleaning and health and safety

- Areas are thoroughly prepared prior to cleaning and surfaces are cleaned effectively and dried appropriately
- Risks and hazards are identified, and any remedial action is taken
- The correct cleaning materials and equipment are used
- Areas are left tidy and free from hazards
- Machinery is used in accordance with the manufacturer's instruction as per its intended use, and in accordance with Care for Veterans policies and procedures.

2. Other

- Carry out other relevant duties that may be required for the effective running of the home
- Provide cleaning or other assistance in the main kitchen if required
- Accept redeployment to other appropriate roles and tasks if required to do so.

3. Health and safety requirements of the role

Ensure that:

- machinery (e.g. floor machines, vacuum cleaners, carpet cleaners) are used in accordance with the manufacturer's instruction as per its intended use, and in accordance with the organisation's policies and procedures, and that they are stored safely when not in use.
- the correct cleaning materials and equipment are used according to the surface area being cleaned
- surfaces are cleaned and dried effectively to an agreed standard using appropriate methods
- areas are left tidy and free from hazards; risks and hazards are identified, and remedial action is taken
- appropriate health and safety devices are employed to make areas safe prior to cleaning
- Accidents and incidents are properly recorded and reported

Any of the aforementioned duties may be assigned to the role holder at any time without notice according to operational need. Changing duties and tasks within the scope of the role will not constitute a change of role.

Personal specification

- Good communication skills with a wide variety of residents, relatives, clinical staff and support services colleagues.
- Service oriented – strives to provide excellent value for money to residents and colleagues; displays a 'can-do' attitude.
- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability

- Professional – must remain calm under pressure; preserve resident and home confidentiality; display a positive view of individuals' unique needs and abilities.
- Proactive – able to predict the needs of residents and colleagues and respond effectively to these
- Resilient – able to cope well with set routines
- Reliable – must show high levels of personal commitment to the role, to residents, and to team members
- Accountability – must display awareness for own actions and accountability for them
- Procedural – must display knowledge and commitment to home policies and procedures
- Flexible – responds positively to the operational needs of the home by accepting deployment in different home areas when required and different shifts and work routines as appropriate.
- A satisfactory enhanced DBS certificate is required.

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.