

Role Profile

Part A - Grade & Structure Information

Job Family Code	1/2PCS	Role Title	Housekeeper
Grade	PS1/2	Reports to (role title)	Team Manager
		Directorate / School	Children, Families and Learning
JE Band	98-113	Service / Department	Children's Residential Homes
		Date Role Profile was created	26/02/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist and support colleagues in the day-to-day provision of services as directed to ensure that support plans are implemented and the needs of people using the service are met. To assist in providing a high quality service in accordance with Ofsted Regulations and current legislation. The role holder will be covering domestic and cleaning tasks or tasks within the laundry.</p> <p>Domestic: To maintain a clean, safe and hygienic environment in any designated part of the premises by following statutory and departmental procedures to ensure Health and Safety standards are maintained.</p> <p>Laundry: To maintain bed linen and other linen items as directed to a high standard of repair and cleanliness to ensure that items remain personal to individuals with the quality they would expect.</p>
Work Context	<p>Role holders to make sure that all equipment is used in a safe and effective manner, and maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements.</p> <p>They will also maintain levels of stock by regular checks and reporting to ensure that adequate supplies of material are available.</p> <p>Domestic staff will be responsible for a range of cleaning and domestic tasks within the service by following the agreed procedures to ensure hygienic standards are maintained.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none">• Contribute to risk awareness in carrying out duties and raise issues where appropriate. <p>Case Management</p> <ul style="list-style-type: none">• Care and respond to the client's needs in routine, pre-agreed tasks, usually referring to more senior colleagues for more unusual tasks or situations.• Where asked, provide basic information about the relevant service/person to help people know how to obtain the service and information they need. <p>Planning & Organising</p> <ul style="list-style-type: none">• Follow an established care plan and deal with immediate situations. <p>Work with others</p> <ul style="list-style-type: none">• Work directly with vulnerable service users and communicate with carers and others responsible for their wellbeing.• Make verbal reports and complete checklist reports for supervisor and cooperate with other agencies. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none">• Basic numeracy and literacy, with potential for further study where appropriate.• Ability to understand basic Health and Safety and other relevant procedures.• Caring skills in order to provide front line support to service users.• Good listening skills and enthusiasm to learn.• Accuracy and ability to follow instructions.• Able to exchange basic information verbally or in writing.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none">• Ability and willingness to respect the confidential nature of the service they work in and must adhere to the code of conduct at all times.• Commitment to ensure that people are treated with compassion, kindness, dignity and respect.• Understanding of and commitment to equal opportunities and diversity.• Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.• Adaptable / flexible in hours worked, including weekends and Bank Holidays.• Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	<p>Roles at this level typically work as part of a team performing routine duties to support service users and/or other members of their team. They will usually have little prior knowledge or experience and will be interested in pursuing a career in the organisation. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines therefore there is little or no need to plan or prioritise work. They are given the opportunity to learn about a range of activities and procedures, developing capabilities through learning on the job and/or formal study.</p>
Reference Number	BM-2021-191

Copyright © 2019 Surrey County Council