

Isle of Man
Public Service
Careers



Bank Housekeeper

Adult Services Division

Job Information

Working together for the Isle of Man

MANX CARE
ADULT SERVICES DIVISION
DEMENTIA CARE & SUPPORT SERVICES

JOB DESCRIPTION

POST TITLE:	HOUSEKEEPER
GRADE:	Skill Zone 1 / Pay Band 2
RESPONSIBLE TO:	MANAGER
PURPOSE OF JOB:	(1) To support the team in providing a comfortable homely and safe environment for residents. (2) To maintain the required standard of cleanliness throughout the home.

PRINCIPLE DUTIES

- To provide a high standard of cleanliness throughout each unit
- To clean all areas as directed by work schedules (attached)
- To undertake other cleaning duties as directed by needs of the service.
- To ensure basic records/check lists are maintained.
- To undertake all training required by service and as directed by Unit Manager.

HEALTH AND SAFETY

The post holder will:-

- Be aware and comply with the Health and Safety at Work Act, and the Department of Health and Social Security Health and Safety Policies.
- Complete housekeeping duties using the cleaning materials and equipment as trained, ensuring health and safety aspects are taken into consideration.
- Report any faults with materials or equipment immediately to Unit Manager or in their absence, to the person in charge.
- Report accidents, incidents and near misses and security concerns without any delay as per policy to the unit managers or person in charge
- Take reasonable care for own health and safety and that of anyone who may be affected by any acts and omissions on the post holder's behalf.
- Assist in the maintenance of a safe environment by adhering to the principles of the prevention of cross infection, ensuring general tidiness of the work place.
- Co-operate with employers and safety representatives on all aspects of Health, Safety and Welfare.
- Use, clean, store, transport and maintain all equipment appropriately and safely.

TRAINING:

- In negotiation with the Unit Manager, ensure mandatory training is completed and updated in line with Policy.
- Attend other in service training as required.
- Be aware of own capabilities and able to identify personal training requirements through the process of self evaluation and review with Line Manager on an ongoing basis.
- Keep basic records of all training

GENERAL

The post holder will:-

- Be required to work on a rota basis which will include undertaking work during weekend and bank holiday periods
- Be aware of responsibilities as set out in job description and attached work duties.
- Dress and conduct should be of a standard which promotes resident and public confidence in the ability of the individual and the service as a whole.
- Ensure safe practice and a quality service by working within agreed policies, procedures, standards and strategies.
- Maintain good working relationships with all members of the team.
- Maintain confidentiality of residents and Staff in line with Data protection and organisational policy.
- Uphold dignity and privacy of residents by developing a caring relationship with them
- Report any complaints or concerns to the nurse in charge.
- Communicate promptly any changes observed in resident's condition.
- To maintain the agreed cleaning standards of the unit/department area and be responsible for the cleaning of resident areas, clinical areas (including the clean and dirty utility rooms), unit offices/rest rooms, resident lounges, bathrooms, toilets and all furniture, equipment, fixtures and fittings therein.
- Be able to work using their own initiative as well as having the ability to work as part of a team.
- To maintain the general tidiness and upkeep of the residents area, unit and/or department.
- In conjunction with other members of the team ensure that any stores are maintained at locally agreed levels, rotated properly and used economically
- Carry out spot cleaning and clean spillage's in accordance with infection control policy.
- Assist laundry staff by collecting and delivering dirty laundry from units to laundry room as required.
- Adhere to dress policies, ensuring that suitable clothing and shoes appropriate for performing duties are worn at all times.
- Be required to attend unit meetings where appropriate.

NB:- This document is intended to be a guide to the general scope of duties and not a rigid inflexible specification.

The employee shares with the employer the responsibility for suggestions to alter the scope of duties to improve the working situation

The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.

AGREEMENT OF ABOVE DESCRIPTION	
I have read and agree with the above description.	
Job Holder's Name (please print)	Date:
Job Holder's Signature:	
Line Manager's Name (please print)	Date:
Line Manager's Signature:	

General Work Duties for Housekeepers

The post holder will perform cleaning duties within all areas.

Each unit will have a schedule specific to their areas, duties will include the following:

ALL AREAS

- Following training, clean agreed specialist equipment according to the specified standard.
- Clean internal windows and glass including internal partition walls and doors.
- Empty wastepaper bins and clinical waste bins, collect and remove rubbish as appropriate and ensure safe disposal.
- Maintain adequate supplies of soap, paper towels & toilet paper in appropriate areas.
- Daily vacuuming of all carpets or more frequently as required.
- Deep clean/shampoo carpets as required, using a Carpet Extraction Machine
- Maintain domestic equipment and machinery in a clean condition and report and faults to the Nurse in charge and/or the head housekeeper
- Clean all skirting boards, radiators, pipes, doorframes and accessible light fittings
- Clean Domestic Store Room and Maintain Domestic Cleaning Material Stocks.
- Arrange fresh flowers remove dead flowers, and refill vases with clean water as necessary.
- Internal windows, windowsills and blinds are to be kept clean.

LOUNGES

- Spot cleaning stains from all furniture
- Cleaning windowsills and window frames
- Ensuring curtains are kept clean and in a good state of repair
- Mirrors and picture frames to be cleaned, including all furniture and electrical equipment.
- High dusting of coving.

BEDROOMS

- Bed frames to be dusted and if necessary, washed.
- Undertake routine cleaning of beds, bed frames, lockers, chairs and bed tables of discharged Residents
- Ensure curtains are kept clean and in a good state of repair
- Clean all furniture, including tops of wardrobes, chest of drawers and bedside cabinets
- Carpets to be vacuumed daily, including under beds. Shampooed as necessary
- Ensuite areas to be kept clean, including toilets, sink, floors and mirrors.
- Toilet rolls and hand towels to be kept stocked
- Bins to be emptied
- High dusting of coving

BATHROOMS

- Baths and Shower cubicles to be kept clean
- Floors to be washed and if necessary, scrubbed.
- Toilets and sinks to be cleaned daily or more frequently as required.
- Shelves, windowsills, window frames, doorframes and skirting boards to be kept clean.
- High dusting of coving
- Shower curtains to be kept clean
- Window blinds to be dusted and washed when necessary
- Accessible light fittings to be dusted, washed as necessary
- Toilet rolls and hand towels to be kept stocked

DINING ROOMS

- Tables and chairs to be cleaned after every meal
- Glass partitions to be kept clean, including ledges.
- Curtains to be kept clean and in a good state of repair
- Bins to be emptied.
- Tablecloths to be placed on tables

KITCHENS

- All work services to be kept clean
- Cupboards and drawers to be kept clean, including tops
- Ensure that food service areas are kept clean and clear at all times.
- Clean and check the unit refrigerator daily and ensure that any unlabelled or out of date items are disposed of in accordance with local food handling policies.
- Defrost fridges at least once a week, pull out and clean behind fridge weekly.
- Undertake manual and mechanical dishwashing of all dirty crockery, cutlery and pots
- Dishwasher to be emptied and kept cleaned at least once daily
- Dishes to be washed dried and put away.
- Cutlery drawer to be kept clean, cutlery to be polished as necessary.
- Bin bag holder to be kept clean
- Bins bags to be emptied, replacing bags as necessary
- Sinks to be kept clean
- Floors to be washed and if necessary, scrubbed.
- Serving trolleys to be cleaned
- Toaster and microwave to be kept clean
- Supplies of clean cloths, washing up liquid, dishwasher fluid, cleaning solution for tables and paper towels to be available at all times
- Meal trolleys to be collected from main kitchen before each meal.

TOILET AREAS

- Toilets to be kept clean, especially under seat and behind bowl.
- Sinks and taps to be cleaned and polished.
- All surfaces to be kept clean.
- Skirting Boards and doorframes to be kept clean
- Bin bag holders to be cleaned.
- Floors to be washed and if necessary, scrubbed.
- Toilet roll and hand towels to be kept stocked dispensers to be cleaned.
- Soap dispensers to be cleaned and refilled as necessary.

OFFICES

- All surfaces to be damp dusted.
- Computer screens and keyboards to be kept clean.
- Carpets to be cleaned and if necessary, shampooed
- Windowsills, window frames and blinds to be kept clean.
- Interior glass, including one on doors to be kept clean.

INTERVIEW ROOMS

- All surfaces to be kept clean
- Furniture and fittings to be cleaned.
- Windowsills and curtains to be cleaned
- Carpets to be hovered and if necessary, shampooed.

CLINIC ROOMS

- All surfaces to be washed and kept clean.
- Floors to be washed and if necessary, scrubbed.
- Sinks and taps to be cleaned and polished.
- Windowsills and blinds to be cleaned

SLUICE ROOMS

- All surfaces to be kept clean.
- Sinks and taps to be cleaned
- Floors to be washed and if necessary, scrubbed.
- Hand towels to be kept stocked.

CLEANERS CUPBOARDS

- To be kept tidy.
- All equipment and solutions to be stored in accordance with health and safety policy.
- Floors to be kept clean.
- Shelves to be cleaned and well stocked with relevant products.
- All equipment to be kept clean and in working order.
- Keys are to be kept by housekeeper, with a spare in office.

CORRIDORS

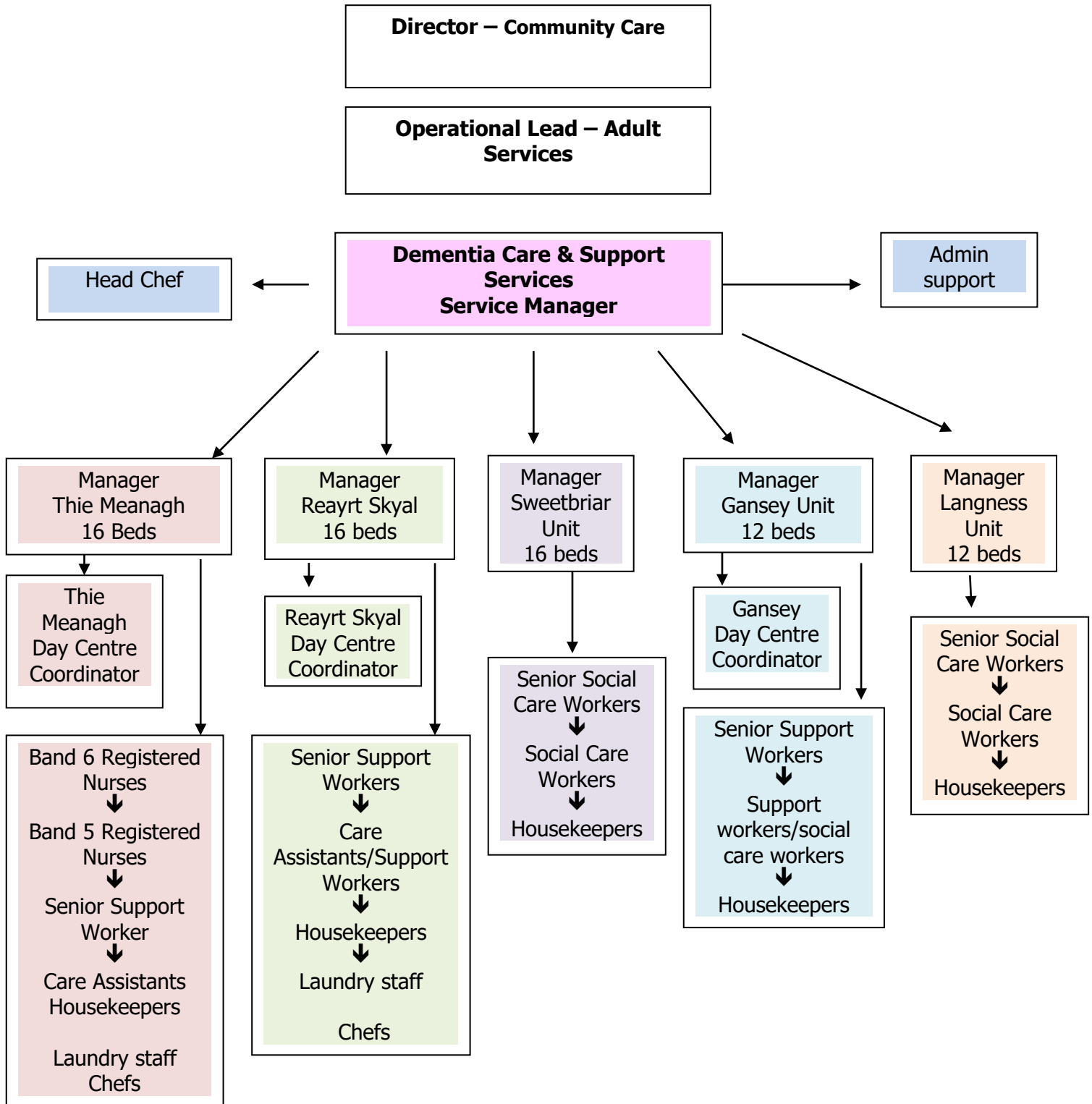
- Carpets to be vacuumed and shampooed as necessary
- All skirting boards, doorframes and coving to be cleaned
- Pictures to be kept clean.
- All accessible light fittings to be kept clean

EXIT DOORS

- Glass areas to be polished and kept clean
- Patio doors to be kept clean, inside and out.
- Doors to be kept free from dust.
- All fire exit signs to be kept clean.

*If light fittings are inaccessible, please report to the Manager who will arrange for cleaning.

**MANAGEMENT STRUCTURE
DEMENTIA CARE AND SUPPORT SERVICES**



Manx Care Person Specification

Post: Housekeeper

Grade : Skill Zone 1 / Pay Band 2

Department: Manx Care, Adult Social Services Division, Dementia Care & Support Services

Job Summary: To support the unit team in providing a comfortable homely and safe environment for Residents and clients by maintaining the required standard of cleanliness throughout the units.

ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		
Cleaning Qualifications	D	Application Form/Portfolio
Willingness to undertake housekeeping training	E	Interview
Basic hygiene certificates	D	Application/ Portfolio
KNOWLEDGE AND EXPERIENCE		
Ability to work on own initiative and recognize when to seek advice and assistance.	E	Interview
Awareness of Confidentially and the need to apply it	E	Interview
Have ability and willingness to learn new skills.	E	Interview
Previous housekeeping experience	D	Interview
Previous experience of working within an organisational setting	D	Interview
SKILLS & ABILITIES		
Good Communicator, have ability to understand and be understood	E	Application/Interview
Be able to work as part of a team	E	Interview
Be able to relate to a wide range of people and adapt to suit circumstances	E	Interview
Possess good interpersonal skills	E	Interview
Have ability to follow clear instructions	E	Interview
Possess good organisational skills	E	Interview
Have friendly disposition and caring nature	E	Interview
Be able to work without supervision	E	Interview
Ability to work on your own initiative and recognize when to seek advice and assistance.	E	Interview
Good written communication skills	E	Interview

PERSONAL ATTRIBUTES		
Enthusiastic	E	Interview
Have empathy with resident/client group	E	Interview
Possess good standard of health	E	Interview
Honest and trustworthy.	E	Interview
OTHER RELEVANT REQUIREMENTS		
Physically capable of carrying out the duties for this role.	E	Interview/Occupational Health
Satisfactory police check	E	Pre-employment Check
Isle of Man worker	D	Application Form