



National Star

Realising the aspirations
of people with disabilities

JOB DESCRIPTION

Housekeeper/Cleaner

ORGANISATIONAL RESPONSIBILITIES:

Reports to: Residential Managers

MAIN PURPOSE OF JOB:

To work as part of the residential team ensuring that they are instrumental in providing support with on-going cleanliness of their allocated areas, ensuring you adhere to our infection control policy and guidance on cross contamination. Will be passionate about creating a welcoming environment through good hygiene.

PRIMARY TASKS:

- Wet and dry cleaning of accommodation areas including all aspects of bedrooms, bathrooms, toilets, kitchens/kitchenettes, windows and communal areas, staff areas and bins are emptied regularly.
- Ensuring accidental spillages and hazards are dealt with appropriately in line with H&S and Infection control policies.
- To follow daily, weekly and termly checklists of cleaning duties, including deep cleans to promote a high standard of cleanliness.
- Specialist floor cleaning using recommended machines including carpet cleaning and buffing.
- Using appropriate cleaning materials that have been ordered and obtained through Site Services and our internal consumable ordering process.
- Stock check to be completed on a weekly basis before submitting through consumables ordering process.
- Ensure all dispensers are fully stocked and in good working order
- Have a working knowledge of how to adhere to the safe handling of substances, adhering to COSHH procedures.

- Recording and monitoring fridge and freezer temperatures, acting appropriately on the information that the reading is giving.
- To support the care team in checking though items in the fridge and freezer for the sell by dates, opening dates etc.
- To monitor wear and tear on the residential environment, reporting as required to a member of the residential management team.
- To be able to demonstrate your commitment to equality and diversity ensuring your flexibility when accessing the home of students and residents in achieving service delivery.
- To liaise & communicate with other staff within your management and residential team/s.
- Undertake other duties that may be required by the Residential Manager
- Must be willing to support cleaning in residences and buildings on all national star sites if required
- Undertake statutory organisational training and any training required for the use of specialist equipment and to meet Health & Safety requirements. Ensure all members are up to date with internal mandatory training, statutory and task/equipment specific training
- We are an inclusive organisation; therefore, you will also support and facilitate opportunities for learning and personal development and employment for people with disabilities within site services.
- As a member of Site Services, you will be required to support and assist every area of the department if required. This may involve completing duties outside of your skilled profession and working to cover other areas but will be determined by your line manager. You will also be responsible to promote teamwork, inclusion, equality and customer service.
- Self-motivation and the ability to identify and complete needed tasks without direct supervision.

Safeguarding

National Star takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of adults at risk and children. Therefore we require that all staff share this and act accordingly by applying organisation policy and procedure and attending annual safeguarding training.

Equality & Diversity

Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

This job description sets out a summary of key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate to the role.

The areas for which the post holder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

Person Specification - Housekeeper

ATTRIBUTES	ESSENTIAL	DESIRABLE
Experience	<p>Previous experience of housekeeping/laundry or cleaning.</p> <p>Experience in handling heavy equipment and machinery used in cleaning.</p>	<p>Previous experience within a residential setting.</p> <p>Experience of working with young people with a disability</p>
Qualifications		Relevant Level 2 diploma Qualification
Skills & Knowledge	<p>Good organisational and time management skills</p> <p>Customer service orientated</p> <p>Follow health & safety and moving & handling procedures correctly</p>	Able to keep accurate records
Personal	<p>Team worker</p> <p>Good communication skills</p> <p>Self-motivated</p> <p>Sensitive to the needs of students</p> <p>Support the ethos of the organisation and be fit to work with vulnerable adults and children</p> <p>Able to demonstrate a positive attitude towards disability, equality and diversity</p>	