

## JOB DESCRIPTION

**POST:** Housekeeper

**BASE:** Ellern Mede

**ACCOUNTABLE TO:** Senior Housekeeper

### ELLERN MEDE RIDGEWAY

Eating Disorders are extraordinarily complex illnesses that present with abnormalities in physical and psychological functioning. The physical complications have the potential to cause permanent damage and in some cases are life threatening. The causes are complex and multi-factorial, including genetic, neuro-developmental and environmental influences. They require a comprehensive treatment programme including medical, psychiatric, psychological, social and educational interventions.

Ellern Mede offers two treatment programmes, a Recovery Unit and a High Dependency Unit (HDU). We aim to stabilise patients' physical and psychological states as rapidly as possible for transfer to step down service. The HDU admits patients whose illness requires more intense levels of clinical involvement and nursing. The service is able to admit patients requiring treatment under mental health legislation. The aims of the services are to improve the patients' health and dependency needs sufficiently for transfer to a regular eating disorder unit or to the community.

### MAIN PURPOSE OF POST:

- To have day to day responsibility for the environment ensuring it is safe, clean and tidy.
- To ensure that the household services are functioning smoothly so that the experience for patients, carers, staff and visitors is safe, welcoming, comfortable and effective.
- To be an active member of a wider centre team and get things achieved through appropriate links, effective communication skills and best use of resources.

### PRINCIPLE DUTIES AND RESPONSIBILITIES:

#### Clinical/communication

1. To liaise with all departments (particularly catering and nursing) to ensure the cleanliness of the unit and to provide a high quality and responsive housekeeping service.
2. To ensure that patients are cared for in an environment that minimises the risk of infection by a thorough knowledge of infection control measures which are implemented at all times
3. To support the smooth running of the Centre in direct relation to cleanliness and tidiness, linen supply, curtains and that waste management is dealt with in accordance with procedure
4. To provide immediate housekeeping support to the unit for any urgent situations or major incidents when they arise where the housekeeping team can provide assistance (spills etc.).

5. To deal with minor complaints quickly and efficiently and to bring to the attention of managers any matters of a more serious nature that may affect the smooth running of the service.
6. To work flexibly as part of the hospital team and cover for colleagues as required.
7. To work positively and productively with all other members of the hospital based on the principles of multi-disciplinary working.

### **Cleaning/Care of the Environment**

1. To ensure all areas (both clinical and non-clinical) are clean and tidy.
2. To provide a high quality laundry service.
3. To ensure waste is disposed correctly.
4. To support the housekeeping supervisor in stock control that ensures there are always adequate supplies of goods relating to the comfort, privacy and general requirements of the patients. e.g. Towels, linen and provisions for personal laundry. For the environment e.g. cleaning products, toilet rolls and paper towels.
5. Ensure all COSHH requirements are met at all times.
6. Monitor safety of environment, equipment and furniture reporting any failures or damage ensuring that follow-up action/repair or replacement is undertaken.
7. To conduct regular inspections and audits of the environment.

### **Teamwork**

1. Assist the housekeeping supervisor in selection and recruitment of competent housekeeping staff when requested.
2. To demonstrate a flexible approach to human resources as part of the broader household team, taking into account cleaning regimes that are flexible enough to respond to changed needs at short notice and absence.
3. To work with the housekeeping supervisor when required to order, issue and monitor the use of correct uniforms and ensure that personal protective equipment is available.
4. To be fully aware and trained in the mandatory Health and Safety requirements.
5. To work with the housekeeping supervisor to ensure post holders are correctly trained in use of all equipment used. To assist with the training of new staff to carry out Housekeeping service routines to the (PEAT) Standards when requested.

### **Additional Duties**

1. To complete general household laundry and other general household tasks such as hanging curtains
2. To order stock and supplies as required under the instruction of the Management

### **Personal Development:**

1. To ensure you are fully up to date on all mandatory training as dictated by the housekeeping training needs analysis and reflected in My Learning Could

2. To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
3. To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.

**Health and Safety Responsibilities:**

1. Conform to all Health and Safety requirements in relation to the tasks undertaken by the household team and ensure compliance with these.
2. Employees must take reasonable care for the Health and Safety of themselves and of others who may be affected by their acts or omissions at work.
3. To participate in own annual Personal Development Review and Development Plan

**GENERAL:**

1. At all times to carry out such other duties and responsibilities as may reasonably be required from time to time by the Centre, compatible with the objectives and duties and level of responsibility of the post. The post holder may also be required to drive patients subject to clearance
2. To adhere to the policies of the Ellern Mede service for Eating Disorders in respect to Equal Opportunities, Health and Safety and all other relevant policies
3. At all times to promote and follow anti-discriminatory and non-abusive practice.
4. The post is covered by the Terms and Conditions of the service at the Ellern Mede service for Eating Disorders.
5. To take part in quality assurance systems and audits.
6. To adhere to policies and procedures particularly Health & Safety legislation and report incidents.
7. To comply with the Data Protection Act and maintain high levels of confidentiality.

**This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, subject to the needs of the service and in keeping with the general profile of the post.**

I understand and agree to work to the job description as contained within this document:

Print  
Name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_

## PERSON SPECIFICATION

Attributes	Requirements		Methods of Assessments
	Essential	Desirable	
Qualifications	Basic reading and writing skills.		
Experience	Relevant experience	Experience of working in a hospital or school setting.	From application form.
Knowledge	Knowledge of Health and Safety at work.	An understanding of the type of work carried out by the centre.	From application form and interview.
Skills	Good Communication skills. Good cleaning and household skills		At interview  At interview
Additional / personal	Honest, reliable trustworthy person and to be of a polite and friendly disposition.  To work well on own initiative and have pride in work.  To work well within time constraints.  To be able to ask for help and support when necessary.  Able to keep information and work of this setting confidential.		At interview.