

Resource Centre Housekeeper

Manx Care

What will you do?

We, in Residential Care, are committed in providing a high standard of cleanliness throughout the building for our service users, to enable them to enjoy a good quality of life.

Job Support

To work within Manx Care's Older People's Service, delivering excellent quality care and support for Isle of Man residents.

Responsible for the carrying out general housekeeping throughout the building including laundry, kitchen and dining room duties.

The Older Persons Services cover the whole Isle of Man, therefore the post holder may be required to work anywhere across the Island depending on the needs of the service at any one time.

Job: Housekeeper

Reports to: Senior Social Care Worker

Our Values

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.



Scope of the Job

Customer Care

To be committed and responsible for ensuring the delivery of services; giving consideration to the assessed risks, rights and choices of the individual; this being done under the advice and guidance of the line Manager.

Service Delivery

You will be responsible for working as a member of the Older Persons Team, in all aspects of delivering support to residents. If required to do so, work in any area within Manx Care's Older Persons Service.

You will need to have a commitment to attaining all necessary mandatory training required of the post to ensure the necessary skills and knowledge to support residents as required.

Administration

You will be responsible for record keeping.

Quality Assurance

To be committed to ensure high standards of cleanliness throughout the building are delivered at all times; effectively communicating with colleagues, service users and other organisations.

Principle Duties

You will:

- Follow instructions from the Senior Social Care Worker or Duty Manager
- Provide a high standard of cleanliness throughout the building and ensuring infection control policy and procedures are followed
- Assist at meal times with serving of meals and feeding of residents. To include serving and clearing of tables, loading and unloading of dishwashers and general kitchen cleaning duties
- General kitchen and dining room duties to include, washing up, setting up and clearing away equipment
- Assist with laundry duties where appropriate
- Responsible for safekeeping of cleaning materials ensuring all COSHH regulations are met
- Ensure check lists are completed
- Assist in provision of drinks and snacks to ensure service users are provided with drinks and snacks at all times through the day and night

Support for Service Users:

- To demonstrate customer focus every day by treating service users as top priority.
- Communicate professionally ensuring records, both paper and electronic, are recorded in compliance with departmental policy and relevant legislation
- To promote and work in partnership with the service users to ensure they are kept informed of any changes discussed and agreed
- To work alongside the relevant line Manager to develop and maintain a needs-led Service that is monitored and evaluated
- To support and participate with service users in when carrying out housekeeping, kitchen or dining room duties

Administration:

- Ensure that appropriate records are maintained and stored in accordance with the requirements of the Data Protection Act
- Ensure the appropriate recording and submission of all Health and Safety and Incident Reporting is dealt with in accordance with Departmental Policies and Procedures
- Work, with flexibility, with the line Manager following 'in advance' staffing rotas based around the needs of the people within Services
- Be responsible for submitting accurate timesheets, expenses and necessary paperwork each month

Personal Responsibility:

- To participate in the induction and training as appropriate and monitor own training needs alongside the line Manager
- To attend and engage in formal supervision sessions and annual appraisals with the appropriate line Manager in line with the current Supervision Policy
- To accept allocation of tasks and responsibilities as delegated by the line manager
- To attend and participate in regular team meetings, which will be arranged by the Supervisor no less than 6 times in a 12-month period. To use the team meetings effectively to review and plan workload, whilst using integrity to ensure an open and honest environment
- The post holder will follow any reasonable instruction given by the line Manager or the Service Manager/Service Lead
- To manage conflict positively, to deal with differences within teams or with service users
- To demonstrate good ethics, by speaking up if standards are not being met, or health and safety is being compromised
- Be aware of and adhere to all policies and procedures
- Dress and conduct should be of a standard which promotes client and public confidence in the ability of the individual and the service as a whole including the wearing of personal protective equipment provided as and when required
- Conduct should be of a standard which promotes client and public confidence in the ability of the individual and the service as a whole
- Maintain confidentiality and have regards for clients' dignity and privacy adhering to the Data Protection policy

Personal Development:

- To be committed and take responsibility for own Personal Development Plan which should reflect the core values and objectives of the Service. Attend bi-annually Personal Development review meetings with the line Manager with the understanding that any underperformance will be reported as required via the line management structure
- Undertake one to one Supervisions and to be open and communicate own training needs and to learn from others and apply that learning
- To be able to organise own workload to undertake any in-Service or appropriate training deemed necessary in order to become up to date with all mandatory training to ensure the skills and knowledge required is attained
- To be self-aware and understand what motivates oneself and share this with the line manager

Working Environment

- Will be required to work on a rota basis and undertake weekend and Bank Holiday work
- Will have a flexible approach to working hours and location: being required to provide out of 'normal hours' support
- Will have exposure to hazards and unpleasant conditions
- To be able to work as part of a team, but also to sometimes have to work on your own
- Maintain good working relations with all colleagues
- To work specifically within one of our Resource Centres, but be flexible enough to work in either of our other Resource Centres if circumstances warrant this
- Work to identified schedules and ensure that all checks lists are completed as per procedure within specific time frames. Both written and electronic

Health & Safety:

- Be aware of the Health & Safety at Work Act and Departmental Health & Safety Policies
- Take reasonable care for own health safety and welfare and that of anyone who may be affected by any acts and omissions of the post holder
- Co-operate with employers and safety representatives on all aspects of health safety and welfare
- Assist in the maintenance of a safe environment by ensuring the application of universal precautions to prevent cross infection and ensuring general tidiness of the work place
- Report incidents to the Senior Social Care Worker or the Duty Manager as per Corporate Incident Reporting policy and without delay
- Use equipment appropriately and correctly at all times and ensure equipment is clean and in good working order
- Use equipment appropriately and correctly at all times
- Report all known or suspected defects in equipment to line manager as soon as practicable
- Attend and contribute to health & safety subcommittee meetings as required

Policy

You will:

- Ensure the Health and Safety risk assessments of the Service area are adhered to and to have involvement in regular Health and Safety audits.
- Comply fully with the Adult Social Care Division's departmental Policies and Procedures.

Other Factors

The post holder may be required to perform duties other than those given in this job description. 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 entailed.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Show commitment to complete mandatory training as per mandatory training policy	E	CV/Interview
First Aid	D	CV/Interview
Moving and Handling	D	CV/Interview
Capability		
Good communication skills - English language, both written and oral	E	CV/Interview
Good IT skills – Word, Outlook, Android	E	CV/Interview
Ability to work on own initiative	E	CV/Interview
Ability to work as part of a team	E	CV/Interview
Previous experience of working as part of a multi-disciplinary team		
Experience in working with vulnerable people, preferably older people within a residential setting	D	CV/Interview
Have a positive approach to change	D	CV/Interview
Character		
Be honest and reliable	E	CV/Interview
Demonstrate a professional commitment to attending training	E	CV/Interview
Have positive demeanour	E	CV/Interview
Demonstrate at all times an awareness of dignity, choice and respect	D	CV/Interview
CARE <i>Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative</i>		
Be highly motivated	E	CV/Interview
Be person centred	E	CV/Interview
Have an appreciation of the individual needs of others	E	CV/Interview
Demonstrate a responsible and professional attitude and approach to work and colleagues	E	CV/Interview
Have the ability to communicate effectively with families and other professionals	D	CV/Interview
Other requirements		
Isle of Man Worker	D	Application/Pre-employment checks
Full, valid driving licence along with access to your own vehicle (access to own vehicle wouldn't apply to the homes staff)	D	Pre-employment checks
Ability to work varied hours	E	Interview
Flexible and able to work on a rota basis which will include unsociable hours	E	Interview
Physically able to carry out the requirements of the role	E	Pre-employment checks
Satisfactory Enhanced Disclosure and Barring Service check	E	Pre-employment checks