**Job Description for Relief Housekeepers at Abbeyfield Dulwich 89/91 Stradella Road**

**Title:** ReliefHousekeeper for Abbeyfield Dulwich Society

**Responsible to:** House Committee

**Objectives**

* + To maximise the quality of life of every resident living in the house.
	+ To ensure all aspects of the house are efficiently run

**Expected Outcomes:**

* + All residents feel welcome, included and involved in the house and satisfied with the service provided
	+ The independence of all residents is encouraged and supported.
	+ All residents remain involved in the community within and beyond the house in line with their individual wishes, needs and abilities

**Main Responsibilities /Duties**

* Planning, preparing, cooking and serving a two-course lunch and a high tea every day. Buying all the food for the main meals which are taken in the communal dining room, and for breakfast which the residents prepare and eat in their own rooms.
* Ensuring that a friendly ‘family’ atmosphere is maintained in the house.
* Ensure that the kitchen and kitchen practice always meet environmental health standards (Safer Food Better Business Guidance)
* Monitor that all areas of the house are clean, tidy and meet all Health and Safety and Environmental Health requirements
* Ensuring that common areas of house, inside and out, are kept clean and tidy and meet all Health and Safety and Environmental Health requirements. Monitoring the work of the cleaner. The housekeepers are responsible for the cleaning the housekeeper’s flat and also the house kitchen.
* Keeping simple household budgets and ensuring that expenditure on food and other household items as appropriate are kept within budget
* Keep the following record books which should be accurate and kept up to date on a daily basis:
	+ - a log book
		- a menu book
		- an incident and accident book
		- a copy of the inventory book
		- any other records that are required to be kept under the health and safety, food hygiene and fire safety legislation.
* Give occasional simple first aid, such as that which is needed in any family in times of short term illness or emergency and calling paramedics when necessary.
* Report the need for any repairs to the identified house committee member, or whoever is appropriate and, in an emergency, summoning professional assistance.
* Understanding and following the fire regulations and ensuring that the residents are familiar with the emergency procedures and assisting the house committee with fire drills
* Maintain an up to date local amenities resource file and promote current community activities to residents.
* Liaise with residents’ families, doctors, carers etc over residents’ welfare.
* When necessary, provide residents with advice and help to access domiciliary care services, other support services, and any benefits to which they may be entitled. (This latter help will be facilitated by a member of the house committee)
* Be the first point of contact for residents and their relatives with regards to complaints and conflict and resolve any issues professionally, effectively and to the satisfaction of those involved. Refer any serious matters immediately to the chair of the house committee (or in their absence to the chair of the executive committee)
	+ Ensure the security of the house at all times.
* Ensure that first aid boxes are fully stocked and replenished after use.
* Ensure that the Greenwich Telecare personal alarm system is activated when going off the premises.
* Liaise with other regular and relief housekeepers, particularly when handing over at the end of a period of duty.

**General**

* To act in accordance with Abbeyfield Values, Policies and Procedures at all times
* To attend meetings and training and development as required
* To be aware of and comply with safe working practices as laid down by the Health and Safety at Work Act
* To be aware of, act within and actively seek to promote Abbeyfield policies in respect of equality and diversity
* To carry out any additional and reasonable duties as requested

**Probity**

* The housekeeper must at all times observe discretion in regard to confidential information about residents, committee and staff, including but not exclusively in relation to financial, medical and personal matters.
* To keep confidential during or at any time after the period of your employment any documents, confidential facts or information relating to the residents and the members of staff, and to comply with Data Protection legislation.
* The housekeeper must not discriminate, in any way, in his or her treatment of or dealing with residents or members of staff.
* The housekeeper must not undertake duties for individual residents that might be perceived as showing favouritism to others (e.g. providing extra support, (paid or unpaid), not otherwise offered as standard to residents).
* The housekeeper must always ensure that financial probity is ensured at all times (i.e. keeping accurate financial records and not, without the consent of the chairman of the House Committee, performing additional duties for others at additional cost)

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| **Candidate pERSON SPECIFICATION** |
| **Essential Requirements:** | **Desirable Requirements:** |
| * A caring and friendly personality
* Good organisational skills
* Ability to communicate and interact well with residents and others
* Ability to read, write, work with numbers
* Experience of effective budget management
* Ability to work on own initiative
* Ability to relate well to other members of the housekeeping team
* Demonstrate an understanding of the varying needs of older people
* Ability to carry out all aspects of the role to a high standard at all times
* Ability to cook well for groups
* Food Hygiene Certificate
 | * Experience in supporting older people in a similar environment.
* First Aid Certificate.
* Familiarity with basic computer use.
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