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

**Title:** Housekeeper for Abbeyfield Dulwich Society

**Responsible to:** House Manager in the first instance. House Committee thereafter

**Objectives**

* + To maximise the quality of life of every resident living in the house.
	+ To ensure all aspects of the house are efficiently run
	+ To model and maintain without exception the culture of a family friendly community and environment within the house

**Expected Outcomes:**

* + Ensure all residents feel welcome, included and involved in the house and satisfied with the service provided
	+ All residents are encouraged and supported to maximise their independence
	+ All residents remain involved in the community within and beyond the house in line with their individual wishes, needs and abilities

**Main Responsibilities /Duties**

Catering

* Planning, preparing, cooking and serving a two-course lunch and a high tea every day during a shift. 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.
* Encouraging a friendly, respectful, ‘family’ atmosphere in the house, especially at mealtimes.
* Ensure that the kitchen and kitchen practice always meets environmental health standards (Safer Food Better Business Guidance)
* Occasional special events catering such as open day teas, Christmas carols, etc.

Cleaning

* Monitor that all areas of the house (inside and out) are clean, tidy and meet all Health and Safety and Environmental Health requirements
* Monitoring the work of the House cleaners.
* Tidying and cleaning the house kitchen (including the cleaning of the interiors of the white goods and bins (including emptying the tumble dryer fluff tray), the cooker hob and ovens and the cupboards on a regular basis).
* Taking such steps as they can to ensure that the spare flat (which is available on an ad hoc basis for relief housekeepers and relatives/carers of the residents) is kept clean and that any relief housekeeper or resident’s relative/carer is aware that they will be responsible for laundering any bed linen they have used.
* Put refuse bins out for collection and return. Keep bins clean.
* If residing in the Housekeeper flat, ensuring the flat is kept clean and satisfactorily maintained.

Maintenance & Repairs

* Report any maintenance and repair issues to the House Manager and maintenance team.
* In an emergency, summoning professional assistance.
* Be on hand for scheduled works where necessary.

Expenditure

* Keeping household expenditure records and ensuring that expenditure on food and other household items as appropriate are kept within budget

Record Books

* Keeping the following record books which should be accurate and kept up to date on a daily basis:
	+ - a fridge/freezer temperature log book
		- a repairs 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.

Health & Safety

* 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
* Perform weekly fire alarm test and log the test along with any issues.
* To be aware of and comply with safe working practices as laid down by the Health and Safety at Work Act
* 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.
* Ensure that first aid boxes are fully stocked, in date and replenished after use.
* Liaising with residents’ families, doctors, carers, relevant Committee Member, House Manager etc over residents’ welfare.
* When necessary, refer residents to the House Manager or relevant committee member for help accessing domiciliary care services and other support services.
* Ensure that the Greenwich Telecare personal alarm system is activated when going off the premises.
* Check the Chubb system occasionally to ensure it is working and monitor alarm pendants for any issues.
	+ Ensure the security of the house at all times.

Complaints

* Being the first point of contact for residents and their relatives with regards to complaints and conflict. Refer any serious matters immediately to the House Manager or chair of the house committee (in the absence to the House Manager)

Communications

* Maintain regular, efficient and timely communications with fellow Housekeepers and the House Manager to ensure balanced meal plans and continuity of service.
* Liaise in a timely manner with other regular and relief housekeepers, the House Manager or other committee member, 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 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
* To attend meetings and complete any necessary and mandatory training and development as required (Safeguarding, food hygiene, etc).

Probity

* At all times observing discretion in regard to confidential information about residents, committee and staff, including but not exclusively in relation to financial, medical and personal matters.
* Keeping 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.
* Not discriminating, in any way, in dealings with or their treatment of residents or members of staff.
* Not undertaking duties for individual residents that might be perceived as showing favouritism to others not otherwise offered as standard to residents and not undertaking any paid work for 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:** |
| * Having an interest in working with older people and a commitment to the community ethos of Abbeyfield.
* 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.
* Availability to sleep overnight during periods of duty.
* Familiarity with basic computer use.
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