

## **Job Description**

Job Title:

Your name:

Your place of work:

Housekeeper (including Cleaning, Kitchen Assistant & Laundry)

Pilgrims' Friend Society is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of Pilgrims' Friend Society that your workplace should be an expression of committed Christian care. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We have a distinctive approach to living with people in our homes and schemes. We refer to the people who live with us as "family members" and our approach to care known as "The Way We Care" (TWWC) is highly person centred and values each person as precious and made in God's image.

We are seeking dedicated individuals who are passionate about providing holistic care and support to our family members at Pilgrims' Friend Society. As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of our family members. To uphold our mission and values, we expect all staff to embody TWWC in their daily responsibilities. We want to engage with the communities and churches around our homes to their benefit as we share our resources and to our benefit as we recruit volunteers who add so much to the quality of what we do. Below are the key expectations for this role:

1. The main purposes of your job are:
  - To provide cleaning and domestic support services
  - And/or to provide a complete laundry and valet service
  - And/or to assist the cook in performing kitchen washing-up and cleaning routines
  - And/or prepare light meals, and set, serve, and clear dining room

2. Where you fit into the team:

You are responsible to the Manager.

You will report to the most senior person on duty in the absence of the manager.

Where working in the kitchen you are responsible to the Catering Manager/Cook.

3. Your main job duties are:

#### Housekeeping

1. Liaise with the Manager on cleaning schedules and cleaning material stock control
2. Maintain all furniture and soft furnishings in a clean condition
3. Support care staff in their work of meeting family members' needs and promoting personal dignity and independence
4. Not use or allow to be used or be brought into the home any cleaning materials that are not authorised by the home manager

#### Kitchen (if working in the kitchen)

5. Ensure that routine cleaning of the service where you work is performed effectively
6. Be prepared to assist the Catering Manager/Cook in the kitchen with washing up, stores checking and additional cleaning duties thus maintaining the general cleanliness of the kitchen and catering equipment
7. Prepare light meals e.g. breakfast and tea as required
8. Maintain the dining room; set, serve & clear

#### Laundry (if working in the laundry)

9. In conjunction with staff and service users receive/collect items for laundering including, clothing, bedding, soft furnishings and household linens. All fouled, infectious/infected items must be segregated as removed
10. Prepare items and launder. Wash fouled or infectious laundry separately. Wash other items then dry, iron and air in conditions appropriate to the fabrics involved following Pilgrims' Friend Society's Laundry Policy and Procedure
11. Inspect and mend items of clothing (ensuring name tapes are properly sewn into place) and linens and report defects or matters requiring professional valeting to the management
12. Fold items correctly, distribute family member's' clothing and store linen and household items safely
13. Maintain the Laundry and linen stores in a safe, clean, tidy condition. Ensure all water and other spillages are cleaned up immediately they occur

### General

14. Regularly inspect and report all defects or damage to equipment and electrical appliances that you use, including plugs and leads, to the Maintenance Officer/senior on duty immediately
15. Use all cleaning and laundry products and equipment in accordance with the manufacturer's instructions with due regard to safe working practices including manual handling techniques, use of protective clothing and COSHH Health and Safety Data Sheets
16. Be prepared to assist care staff, to the level at which you have been trained, with care of family members in matters such as making beds, serving meals and assisting family members with eating and other tasks as requested by senior staff
17. Attend meetings and training activities including fire and evacuation procedures etc. as required
18. Develop the Housekeeper role for the benefit of the whole scheme
19. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by Pilgrims' Friend Society
20. Embrace the values of TWWC, recognising the importance of treating every family member as an individual and prioritising their unique needs and preferences with a compassionate approach
21. Actively engage in all aspects of home life, including supporting family members with various activities that enhance their quality of life which may include accompanying them to services or reading the Bible to them
  - a. Strive for excellence in supporting engaging events and activities that promote a sense of community among family members
  - b. Be transparent in your efforts, openly communicating the goals and benefits of these activities to the family members

### General

22. Assist in providing a supportive environment that respects and celebrates the Christian beliefs and practices of our family members
23. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by Pilgrims' Friend Society
24. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities