

Head Housekeeper

Job description and
person specification

Job title: Head Housekeeper
Reports to: Home Manager

Head Housekeeper

As a Head Housekeeper with Exemplar Health Care, you'll use your attention to detail and leadership skills to ensure that our home is clean, inviting and welcoming for everyone who lives, works and visits there.

You'll lead the Domestic Team to carry out all daily and weekly cleaning routines, including dusting, mopping, polishing and vacuuming.

Your team will clean all areas in the home including service user's rooms, lounges, kitchens, bathrooms, kitchens and offices.

This is an exciting opportunity to use your skills to make a real difference in people's lives.

First and foremost, our care homes are people's homes. In this role, you'll put our service users at the heart of everything you do – whether that's hoovering their bedrooms or polishing their photo frames. Promoting choice and building trust is a big part of it.

If you haven't worked in care before, don't worry! We provide a thorough induction, buddying and ongoing training to help you adapt to care home life.

We can guarantee that whatever you put into the role, you'll get so much more out of it.



We're looking for someone who's caring, friendly and able to motivate a team, as well having an excellent range of practical skills.

About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex needs.

Our homes tend to specialise in supporting people with specific conditions and disabilities such as Huntington's disease, brain injuries, spinal injuries, mental health needs, learning disabilities or dementia.

Across all of our homes, one thing remains the same - our Head Housekeepers play a vital role in supporting people to stay healthy.

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support and our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make them a part of everything that they do. We're looking for people whose personal values match our values of:

- fun
- integrity
- responsive
- success
- teamwork.

[Read more about our values here.](#)



The key responsibilities of a Head Housekeeper

As a Head Housekeeper with Exemplar Health Care, you'll ensure that your home maintains a high standard of cleanliness and hygiene.

This is an exciting opportunity to use your housekeeping skills to make a real difference!

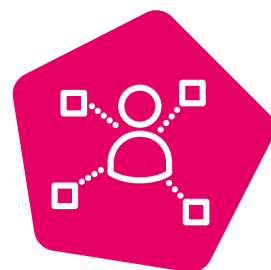
The role is varied, but as a general guide your responsibilities will involve the following.



**Housekeeping
duties**



**Management
duties**



**Other
duties**



Housekeeping duties

As Head Housekeeper, you'll:

- ensure that a high standard of cleanliness and hygiene is maintained in your home, in adherence to health and safety regulations
- carry out all daily and weekly cleaning routines, as well as any ad-hoc cleaning duties
- clean and tidy designated areas around the home including service user's rooms, lounges, kitchens, bathrooms, kitchens and offices
- dust, empty litter bins, mop, polish, remove rubbish, sweep and vacuum, as required
- safely use equipment such as vacuum cleaners and carpet shampoo machines, as required
- use all cleaning products and equipment safely and in accordance with manufacturers' instructions
- use appropriate Personal Protective Equipment (PPE) such as aprons, goggles and gloves in accordance with our health and safety policies
- ensure that chemicals and equipment are secured safely and correctly in line with health and safety policies and CoSHH regulations
- monitor the condition of equipment and the home, and report the necessary repairs
- report any breakages, damage, defects, hazards and/or thefts
- in accordance with the Health & Social Care Act 2008, actively participate in the prevention and control of infection within the capacity of your role.

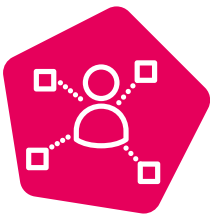


Management duties

As Head Housekeeper, you'll:

- organise, motivate and supervise the Domestic Team and Laundry Team in carrying out their roles and following all relevant legislation and guidance, ensuring that they adhere to Exemplar Health Care's standards, policies and procedures
- control the purchase, consumption and handling of all chemicals and products, ensuring that they're within financial budgets and comply with health and safety regulations
- induct, train and supervise your team to support their development, maintain their performance and minimise the risk of accidents
- complete all necessary documentation and administration to ensure the smooth running of the department

- check all relevant equipment and machinery to ensure that it's in safe working order, and train all appropriate personnel to use it correctly and safely
- supervise the laundry area, ensuring an efficient and smooth running system for the handling of service user's personal clothing and bed linen
- report all comments, compliments and complaints, and respond accordingly
- attend heads of department meetings, as required.



Other duties

As Head Housekeeper, you'll:

- undertake appropriate learning and development to ensure statutory compliance
- participate in Exemplar Health Care's supervision processes
- carry out all duties in a safe manner having regard for the health, safety and welfare of yourself, your colleagues, service users and others in the home.

This job description may be subject to review. You may be required to undertake other appropriate duties as reasonably required.

What we look for in our Head Housekeepers

Our values

First and foremost, our Head Housekeepers live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is fun, and no matter what role you're in, we expect you to make life fun for our service users and colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website:

www.exemplarhc.com/careers/our-values.

If your values match ours, then we're off to a great start.



About you

Here are some of the other characteristics that we look for in our Head Housekeepers.

As a Head Housekeeper you'll:

- be a **great leader**, able to motivate a team
- have outstanding **housekeeping skills**
- be **caring and sensitive**
- have a keen **eye for detail**, able to spot areas for improvement
- know how to treat people with **compassion, dignity and respect**
- show a commitment to **caring for others** and ensuring that our care is the best it can be
- be an **excellent team player**
- be able to **communicate** with a range of people, including those who use communication aids
- follow **policies, processes and regulations** relevant to your role (training will be provided)
- understand what '**safeguarding**' is and your role in supporting people to keep safe.

Working in a care home can sometimes be a challenging environment, so the ability to **think on your feet** and be **flexible** is also important in this role.

Qualifications and training

You don't need to have any qualifications to apply for this role, but it may be useful to have a good standard of education such as a GCSE in English and maths.

Ideally, you'll have experience of working in a similar role with supervisory experience. This doesn't necessarily need to be within the health and social care sector.

When you start, you'll do a four day welcome induction which covers mandatory and statutory training including safeguarding, moving and handling, and infection prevention and control.

After that, you'll do a role specific induction in your home with the support of a buddy. This induction will cover all of your responsibilities in detail.

Throughout your employment, you'll have regular supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

With Exemplar Health Care, you'll do training such as:

- Control of Substances Hazardous to Health (COSHH)
- health and safety
- risk management.

We ask that you:

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and Performance Development Reviews (PDRs) when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up-to-date.

Your career journey with Exemplar Health Care

Our career journey shows you all of the career development and progression opportunities available at Exemplar Health Care, including roles in our care homes and Central Services.

[Visit our career journey here.](#)

Person specification – Head Housekeeper

Qualifications and experience	Essential	Desirable	How assessed
Good general education		Y	Application, certificates
Experience in a similar role	Y		Application, interview
Experience in a supervisory role	Y		Application, interview
Skills	Essential	Desirable	How assessed
Verbal and written communication skills	Y		Application, interview
Great team player	Y		Application, interview
Attention to detail	Y		Application, interview
Ability to build trust and rapport with people	Y		Application, interview
Ability to inspire and motivate a team	Y		Application, interview
Great leadership skills	Y		Application, interview
Time management and organisational skills	Y		Application, interview
Open to feedback and able to respond to requests and preferences	Y		Application, interview
Personal qualities and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Motivated with a can-do attitude	Y		Application, interview
Flexible	Y		Application, interview
Approachable	Y		Application, interview
Caring	Y		Application, interview

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of our service users to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:



- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisation's as instructed.

You'll learn more about data protection as relevant to your role, during your induction.

every day better



Registered Office: Exemplar Health Care Services Limited.
Ferham House, Kimberworth Road, Rotherham, S61 1AJ