

JOB DESCRIPTION

1. JOB DETAILS

Please complete all details below apart from the job reference and note that the job holder(s) should not be named on this form. It is intended that job descriptions will be anonymous for banding purposes. The HR Team will devise a confidential system to link job holders with their job descriptions and accordingly will complete the job reference.

Job Title:	Housekeeper /Laundry Assistant
Immediate Senior Officer/Line Manager:	Laundry Supervisor/Asst Deputy Manager H.S.(Edinburgh)
Department(s):	Hotel Services/Laundry
Division:	Finance & Commerce
Job Reference:	CD0072

2. JOB PURPOSE

The post holder will be part of a team that delivers the Laundry Service to all departments and satellites within Erskine, ensuring quality and cost effectiveness. The post holder will also provide Housekeeping Services to the Support block and external buildings within Erskine Home Bishopton including social firms, as directed by the Laundry Supervisor or Laundry Senior housekeepers.

At Erskine Edinburgh the post holder will be part of a team that delivers the Laundry Service to all residents in the Erskine Edinburgh Home. The post holder will also provide Housekeeping Services, as directed by the Asst Deputy Manager (HS) / Hotel Services Manager.

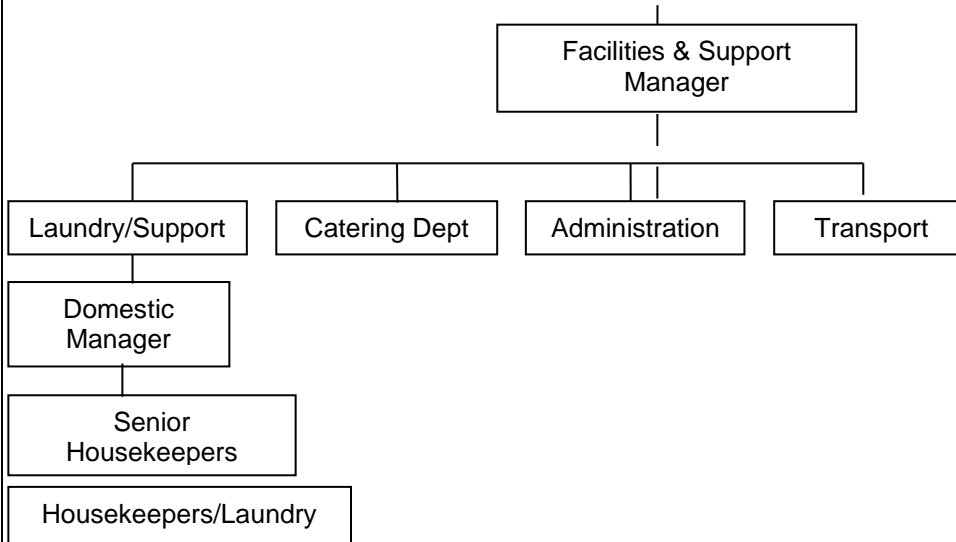
3. DIMENSIONS

Housekeeping/Laundry activities will cover all aspects of the Housekeeping service provided to residents, visitors and staff ensuring that it is maintained to the standard of quality measures of Erskine. This will include the mentoring of new staff after their initial training, when required. The Laundry Housekeeper will be required to meet the operational needs of the service.

Number of Staff: The team within Erskine consists of 18 staff members and the team in Edinburgh consists of 4 staff members.

The Laundry Assistant has no managerial or budget responsibility.

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

This service is a division of the Care Directorate where the main function is to ensure that the highest possible standard of cleanliness is achieved.

***Erskine Care Home** is divided into 6 Houses:

- Haig House which is a 30-bedded Dementia unit with a respite care provision
- Ramsay House which is a 30-bedded Dementia unit with a respite care provision.
- Red Cross House which is a 30-bedded unit providing nursing, respite and dementia care
- McKellar House which is a 30-bedded unit providing nursing, respite and dementia care
- Yarrow House which is a 30-bedded Dementia unit with respite care provision
- Pearson House which is a 30-bedded unit providing nursing, respite and dementia

Erskine Edinburgh Care Home consists of 2 buildings; 40 beds and 48 beds:

- First Building – 48 beds:
 - Linburn House - 12-bedded Dementia unit
 - Trenchard House - 12-bedded unit delivering nursing care
 - Mair House - 12-bedded unit delivering nursing care
 - Personnel Recovery Centre (PRC) is a 12-bedded unit which support armed forces personnel for rehabilitation. Erskine supports the PRC by providing support services, food and domestic services, on a daily basis.
- Second Building – 40 beds:
 - West Wing - 20-bedded unit delivering nursing care
 - South Wing – 20-bedded Nursing and Dementia Unit

Erskine Glasgow Care Home consists of 3 Houses; 46 beds:

- Mitchell House - 15-bedded unit delivering nursing care
- Linburn House – 16 bedded unit delivering residential care
- Flanders House – 15 bedded unit delivering dementia care

Erskine Park Care Home consists of 4 Houses; 40 bedded unit delivering dementia care.

* Delete as appropriate

The main activities of the department are as follows:

- Providing the Housekeeping & Laundry services to our clients whilst maintaining the standard of quality measures of Erskine
- Operating at all times with safe working practices with due regard to Health & Safety Regulations, COSHH, Control of Infection, Waste Disposal etc, in accordance with legislative requirements and the policies and procedures of Erskine
- The safe operation of all equipment and cleaning materials

6. KEY RESULT AREAS

- To comment on any service development proposals that may impact on ability to perform duties.
- To report all accidents and incidents as required
- To report all equipment repairs and faults as appropriate
- To take part in quality audits as required
- To ensure the cleanliness of the support block and out buildings is maintained to the standard of quality measures of Erskine
- Provision of Laundry Services to all Erskine and satellites by Erskine Home Bishopton, with Erskine Edinburgh having their own laundry department.
- To be an integral part of the Laundry/Support Block team and provide assistance to others when necessary as detailed by the person in charge
- To ensure the cleanliness of all Laundry related areas including hygiene facilities is maintained to the standard of quality measures of Erskine
- To communicate with the residents in a helpful and pleasant manner at all times
- To be responsible for maintaining all appropriate Quality Care records and taking appropriate action where necessary
- To operate at all times with safe working practices with due regard to Health & Safety Regulations, COSHH, Control of Infection, Waste Disposal etc, in accordance with legislative requirements and the policies and procedures of Erskine
- To ensure adequate supplies of cleaning materials, catering stores and disposable are maintained at all times, submitting requests for stores to Supervisors

7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS

The work of a Housekeeper/Laundry Assistant is determined by objectives set by the Care Directorate in line with Erskine's Business Plan. Formal review will take place bi-annually and through supervision sessions.

Individual objectives and ongoing responsibilities will be prioritised by the post holder and Line Manager.

Decisions and Judgements

The post holder will complete the allocated tasks on routine Housekeeper/Laundry. They will exercise judgement with regards to the use of cleaning agents appropriate to the location and the task involved. Initiative is required in response to emergency situations or variations to daily routine.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Verbal communication
- Regular contact with peers and managers to report the progress of activities seeking clarification on matters as required
- Contact with residents, relatives, stakeholders friends and staff as required

External

- Verbal communication with visitors.

9. MOST CHALLENGING PARTS OF THE JOB

- Ensure that the standard of Housekeeper/Laundry service provided to all residents, staff and visitors is in accordance with the standard of quality measures at Erskine.
- Communicate with the residents in a helpful and pleasant manner at all times and ensure all staff within this remit adopt the same approach.

10. SYSTEMS

- Knowledge of and adherence to Erskine's Housekeeping policies and procedures
- Knowledge of and adherence to Erskine's laundry policies and procedures
- Knowledge of and adherence to Erskine's Infection Control policy, sluice wash.

11. PHYSICAL, MENTAL, EMOTIONAL EFFORT

Physical Effort

Regular moderate physical effort including lifting bags of linen, loading washing machines, lifting wet linen, ironing. Moving of equipment for several short/long periods e.g. vacuum cleaners, buckets of water, transporting cleaning equipment and machinery, moving furniture for cleaning purposes. The post holder will be expected to be standing up for the vast majority of their shift with the exception of the roller ironing and their breaks.

Mental Effort

Concentration is required when using cleaning equipment and machinery for e.g. operating washing machines / dryers, shampooing carpets, cleaning of offices, toilets and communal areas. The pattern of work is predictable.

Emotional Effort

There will be little exposure to distressing or emotional circumstances as there is limited direct contact with residents.

12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT

Environmental & Working Conditions

The post holder will be based within a care environment and will frequently be exposed to unpleasant working conditions, e.g. handling soiled linen, clinical waste, hazardous substances, unpleasant odours, body fluids and noisy.

Machinery & Equipment

The post holder will use cleaning equipment and machinery including industrial washing machines, dryers, irons, mechanical ride on carpet cleaner, suction machine, floor scrubbers and vacuum cleaners.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Previous experience / knowledge gained in a Care environment is desirable, however, in-house training will be provided and will cover:

- Experience in cleaning methods e.g. (Cleaning Operates Proficiency Certificate)
- Sound working knowledge of Laundry procedures
- Cleaning and hygiene policies and procedures
- Laundry policies and procedures
- Infection Control policies and procedures
- COSHH regulations Health safety awareness

The post holder will be required to attend annual mandatory in-house training for e.g. Health & Safety, Fire Training and Manual Handling.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

HR Department will check job description format and content and then send the job description for evaluation.

HR Representative's Signature:

Date: