

## JOB DESCRIPTION

**Job Title – Cleaner/Housekeeper**

## CONTEXT OF THE JOB

- The purpose of the job is to provide an effective and efficient cleaning service to the Care Home.
- The job reports to the Care Home Manager and Direct Supervisor.
- This job description was reviewed in June 2014.

## KEY TASKS AND RESPONSIBILITIES

### 1. Maintains a high standard of cleaning to Care Home by:

- Completion of all daily cleaning tasks as set on cleaning schedule.
- Managing supplies economically, avoiding wastage.
- Meeting of daily schedule to ensure that residents' rooms and public areas are in perfect order, reporting any faults to the Household supervisor, eg defective light bulbs, worn carpets, broken fittings.
- Optimum standard and advising Household Supervisor of any issues that impact on maintenance of this.
- Maintaining a standard of cleaning that complies with Environmental Hygiene Audit requirements.

### 2. Contributes to the provision of a safe environment by:

- Awareness and compliance with policies relating to chemical safety use and storage.
- Ensuring that no cleaning product, (diluted or otherwise), is left unlocked or unattended.
- Ensuring all cleaning products are locked away when not in use.
- Ensuring chemical spills are dealt with according to policy.
- Maintaining all infection control standards and adhering to the Bupa Infection Control Products at all times.
- Adhering to all Health and Safety policies.
- Participating and contributing to CQI activities and initiatives.
- Ensuring identified hazards are eliminated where possible, or minimised if not able to be eliminated.
- Attendance at all compulsory and relevant education sessions and staff meetings.

### 3. Ensures residents are treated with dignity and respect, by :

- Acknowledgment and acceptance of each resident as an individual.
- Demonstrating a knowledge and understanding of the Health and Disability Code of Rights.
- Demonstrating respect for the customs, beliefs and cultural needs of residents
- Maintaining resident confidentiality and privacy.



## KEY COMPETENCIES

- Show an ability to work well individually whilst co-operating with co-workers in creating a smooth work flow.
- Show an ability to communicate well with others; older people in particular.
- Show an ability to follow clear directions and procedures.
- Show an understanding of safe care and practice in one's daily work.

## EXPERIENCE, TRAINING AND QUALIFICATIONS

- Secondary school education is highly desirable.
- Work experience of at least 1 year in related work.
- Ability to effectively and safely use laundry equipment.

## OTHER RELEVANT INFORMATION

- Incumbent needs to be physically fit as the role requires quite a bit of physical activity in the performance of duties.
- The incumbent may also be exposed to the following environmental conditions from time to time:
  - Infectious Diseases: Employee is exposed to contagious or infectious diseases.

**VISION & VALUES OF BUPA**

**Bupa’s purpose is to help people live longer, healthier, happier lives.**

We do this through our vision of ‘taking care of the lives in our hands’. Our strong caring ethics, dedication and respect are valued by people at some of the most vulnerable times in their lives. So trust is intrinsic to the way we operate as a business, wherever we are in the world.

**Our values**

At the heart of our service are our values. These are the principles that determine the way we behave and what we believe. They also bring us together as a family, giving us a common culture, and they inspire trust and loyalty in our people.

<b>Passionate</b> 	Full of energy Love what we do and why we do it Love our customers
<b>Caring</b> 	Big-hearted and compassionate Treat people with respect and kindness Everyone and everything matters
<b>Open</b> 	Seek new ideas and other points of view Share freely Really listen and understand Embrace diversity
<b>Authentic</b> 	True to yourself Genuine and honest Say what we mean, mean what we say
<b>Accountable</b> 	Always responsible Take ownership Make it happen
<b>Courageous</b> 	Be brave Dare to try Speak up
<b>Extraordinary</b> 	Go above and beyond Be the best we can dream to be Deliver outstanding results, big and small

Signed \_\_\_\_\_

(Employee)

\_\_\_\_\_

(Employer)

Date \_\_\_\_\_

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved and the important company values. The job description may be altered or added to from time to time.

Our purpose is  
*Longer, healthier, happier lives*



**What:**  
Bupa Promise

Know me  
and my needs

Help steer my  
decisions

Be there when  
I need you

**How:**  
Bupa Values

Passionate 	Caring 	Open 
Authentic 	Accountable 	
Courageous 	Extraordinary 	

