



## Job Description

**Name of Employee:**

**Position Held:** Housekeeper

**Minimum hours worked:  
(net of breaks)**

This role requires a minimum of 30 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview

**Care Home:**

**Date employment commenced:**

**Reporting to:** Home Manager

### Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews



- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a [www.carehome.co.uk](http://www.carehome.co.uk) Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

### Job Purpose

As a housekeeper, you would be responsible for organising team members to ensure the highest standard is given and maintained. You will make sure that all the rooms are kept clean and tidy. As a housekeeper, you will need to be able to encourage and motivate the team. You must have strong communication skills. You will also have to cope with problems and emergencies.

### Objectives of the Job Role

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

Objectives	Allocation (%)
To assist with achieving the Infection Control Audit over 85% by ensuring mattress and cushion audits are completed and by ensuring one room per week is deep cleaned	25%

Ensure all housekeeping documentation is consistently completed throughout the year and there are no gaps in the cleaning logs. If there are gaps one to one need to be completed with the appropriate team member	25%
Ensure that janitorial orders are made on time once a week and that the janitorial costs kept within budget throughout the year	25%
<i>Add in Mandatory 4<sup>th</sup> Objective, from the Optional List</i>	25%
<b>Total</b>	<b>100%</b>

You will have additional objectives that are personal to you. They will be set by your manager for you to work towards throughout the year.

### Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonus Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)

### Person Specification

#### *Jasmine Values*

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care

- 2) Committed to Training & Development
- 3) To want to be One Big Team
- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine
- 10) To act with Integrity by always doing what we say we will
- 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

*Competencies:*

- ✿ Team player
- ✿ Ability to work under pressure
- ✿ Willingness to go above and beyond to meet the needs of our residents
- ✿ Good time management skills
- ✿ Flexibility with working hours
- ✿ Good written and oral communication skills
- ✿ A positive and enthusiastic outlook

*Skills, experience and professional qualifications*

<b>Relevant Qualification - Required</b>	<b>Relevant Qualification - Preferred</b>	<b>Experience Required</b>	<b>Experience Preferred</b>
Hold a relevant Level 2 qualification (or willingness to study for one).	NVQ Level 2 or above in Health and Social Care.	One year of relevant experience in a commercial setting.	One year of relevant experience in a residential or nursing home.
Knowledge of health and safety in the workplace.		One year of experience managing people.	One year of experience managing people and conducting effective One-to-Ones.

## **Key Responsibilities**

### *Management*

- ✿ Be responsible for completing the janitorial orders for the home.
- ✿ Be responsible for carrying out a regular stock take on janitorial stock.

### *Management of The Team*

- ✿ Ensure all team member one to ones for housekeeping assistants and ancillary team are completed every two months.

### *Caring for our Residents*

- ✿ Ensure all team members instil a culture of putting residents needs first and providing excellent care.
- ✿ Ensuring bedrooms, corridors and public areas are kept clean and tidy to the required standard and beds are always made up neat and tidy with clean bedding.
- ✿ Adhering to Infection Control Practices as per policy for both the residents, you and your colleagues.

### *Training*

- ✿ To keep all mandatory training up to date and complete additional training as required, including Infection Control, Manual Handling and Health & Safety.
- ✿ To attend face to face training sessions as needed.
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions, and development requirements.

### *Teamwork*

- ✿ Support the Housekeeping Team in the smooth running of housekeeping shifts.
- ✿ Support the wider team as needed to ensure the highest level of care for our residents.

### *Communication*

- ✿ Attend and contribute to housekeeping meetings and general team meetings to maintain communication between all levels of the team.
- ✿ Maintain good working relations with all colleagues at all times.
- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. team issues, complaints, inspections) at all times.
- ✿ Maintain accurate written records.



### *Work Ethic*

- ✿ Experience supervising team members.
- ✿ To work flexibly to meet the needs of the residents.
- ✿ To ensure a high standard of cleanliness throughout the home.

### *Positive Work Environment*

- ✿ To be aware of Jasmine Healthcare's philosophy and to contribute ideas to improve the standard of care provided.
- ✿ To maintain a positive and professional outlook whilst at work, and whilst representing Jasmine Healthcare in the community.

### *Providing a Homely Environment for our Residents*

- ✿ To complete daily and weekly housekeeping and laundry activities as detailed on the schedule.
- ✿ Following guidance with Infection Control, the use of PPE and its disposal.
- ✿ Working as a Team to complete any Actions found within the internal Infection Control Audits that occur every 3 months.

### *Embrace Change*

- ✿ To engage with the Deputy Manager and Home Manager during appraisals and one to one sessions.
- ✿ To attend and contribute to team meetings and relatives meetings.
- ✿ Implement Residents and Relatives Quality Assurance questionnaire action plans.

### *Ambassadorship*

- ✿ Always wear clean uniforms and only wear essential jewellery.
- ✿ To maintain a professional attitude when dealing with relatives, outside agencies and other visitors to the home.

### *Integrity*

- ✿ To report any safeguarding concerns or concerns about practise to either the Manager or Jasmine's Compliance Support Manager.
- ✿ Report any equipment defects and withdraw from use immediately.
- ✿ Work within all relevant policies and procedures e.g. Fire, COSHH, Health & Safety & Infection Control.

### *Environmental Impact*

- ✿ Report any leaks or issue to the Maintenance Person.
- ✿ To be aware of the location of all fuse boards, boilers, water stop taps and regulators for heating.



*Additional Responsibilities*

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

Team Member's Signature		Date	
Manager's Signature		Date	