



ROLE PROFILE

Job Title: Housekeeper – Adult & Family	Role Reports to: Team Leader - Adult & Family	Business Function: Supported Housing	Grade: H
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Job Purpose:

Provide a professional and reliable cleaning service at our supported accommodation schemes for adults and families, meeting the needs of our contracts by ensuring voids are cleaned to a high standard and to required timescales.

Key Competencies:

- Flexibility & Resilience
- Meeting Customer Needs
- Interpersonal Understanding
- Result Focus

Key Responsibilities:

1. Clean and maintain the offices, training rooms and communal areas, ensuring high standards of cleanliness and a safe environment in which customers can live and staff can work.
2. Ensure that the highest possible standards of accommodation are available for re-letting.
3. Ensure there are sufficient stocks of cleaning materials and equipment available in order to complete work schedules and provide a continuous cleaning provision.
4. Ensure all Health & Safety procedures are followed, and that cleaning materials and equipment are not hazardous to the residents, staff and/or the public.
5. Report to management any potential Health & Safety hazards around the Scheme, that could cause injury to customers or visitors, i.e. loose stair-treads, worn carpets, electric lights not working etc.
6. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Awareness of Health & Safety 	<ul style="list-style-type: none"> First Aid
Skills	<ul style="list-style-type: none"> Ability to effectively communicate at all levels. Ability to work with minimal supervision, whilst maintaining high standards of cleanliness/presentation of properties. 	
Experience	<ul style="list-style-type: none"> Experience of using domestic and industrial type cleaning equipment 	
Qualifications/Education	<ul style="list-style-type: none"> Literate and numerate 	
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)		

Safeguarding of Children Young people and Vulnerable Adults

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators

1. Accommodation rooms cleaned to a high standard, prioritised so that they are available for re-letting.
2. Offices, training rooms and communal areas meet high standards of cleanliness and safety.
3. Cleaning materials and equipment ordered and stored to provide a continuous cleaning provision.
4. Cleaning materials and equipment are checked monthly to ensure they are safe and non-hazardous.
5. Health and safety hazards around the scheme are reported to management immediately.

Date Role Profile Created/Updated:

November 2018



YHG Values: **Passion** **Pride** **Creativity** **Accountability**