



Housekeeper Job Description and Person Specification

Description of the Premier Housekeeping Service

At Age UK Richmond we work with 1,000's of older people every year. We have a wealth of in-house specialisms and are the experts in understanding our client's needs. For example, we know that a percentage of people face extreme difficulties in looking after their home, going out to the shops, having someone to talk to or indeed having someone to accompany them on visits to meet up with an old friend.

Without this help, we find that our clients do cope, but, their quality of life is not as good as it could be. It is also very difficult to find a reliable service which offers this help and we hear stories of great struggles to find someone reliable to help them in their home.

For this reason we are starting a new 'Premier Housekeeping Service'. It is a service which will offer not just help in the home but will also offer a valuable package of in depth support, access to all our specialised services and help to improve quality of life.

The Premier Housekeeping Service will offer:

- Housework (dusting, hoovering, bed making, cleaning)
- Laundry
- Shopping
- Prescription collection
- Preparing light snacks
- Writing letters or keeping up correspondence (email, Skype) on behalf of the client
- Other assistance may be possible as agreed between the client and the Co-ordinator.

We need reliable Housekeeping staff

To help us to fulfil our vision of this much needed service we require reliable, trustworthy, hard working and exceptional Housekeepers. Recruiting the right person for this role is key to the success of the new service. We will only consider applicants who address all the points in the person specification.

Housekeeper Job Description

Hours: **Casual worker contract** – (We anticipate there will be a potential to work between 20 to 40 hours pw)

Responsible to: **Premier Housekeeping Service Co ordinator**

Salary; **£9 per hour**

Location: **London Borough of Richmond upon Thames**

Most duties will take place between Monday – Friday, between 9am and 5pm

Duties and responsibilities

- Ability to successfully perform housekeeping functions to a high standard including such duties as preparation of meals, laundry, shopping and cleaning
- Care for client's surroundings as necessary to maintain a safe environment. Must be able to assess safety of home situations for self and client
- Must have the ability to follow instructions, both from clients and the Premier Housekeeping (PH) Co ordinator
- To communicate effectively, both verbally and in writing
- A broad understanding and empathy with the needs of older people and clients who are feeling isolated
- A flexible attitude and approach to working with vulnerable clients
- To be alert to potential safeguarding issues and service concerns and to effectively report them within agreed timeframes.
- Highly motivated and reliable with excellent time keeping
- To work in accordance with Age UK Richmond's Equality and Diversity policy ensuring and supporting full implementation of the policy.
- To attend employee, team and supervision meetings as required.
- To undertake any relevant training as may be required.
- Excellent time keeping, punctuality and reliability at all times.
- Provide a high level of internal and external customer service at all times
- Undergo a DBS (Disclosure and Barring Service, formerly CRB) check.

Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate staff level. You may be required to work outside of normal office hours and at weekends.

Health & Safety

Ensure safe and efficient practice at all times to reduce risk to self and others

Person Specification

- Experience of working in a home setting performing a range of domestic tasks
- Must have an empathic attitude toward clients
- Must demonstrate a knowledge of the issues faced by older people and those living with a disability
- Committed to providing exceptional service and support to clients
- Must have ability to carry out directions from client and PH Service Co ordinator
- Must be able to document sufficient life experience in the job application to be able to meet all of the requirements
- Must maintain strict confidentiality of client information
- Must be a good communicator
- Must be physically fit and able to perform all physical demanding aspects of the role such as hoovering, bed making and cleaning
- Must have an understanding of basic Health and Safety procedures
- Demonstrate an understanding of safeguarding and the ability to report any concerns
- If successful must demonstrate a basic knowledge of all Age UK Richmond procedures within 3 months