



Job Description

Housekeeper / Laundry Assistant

The purpose of the role is to be part of a team that works together to provide the most enjoyable lifestyle possible for Summerset residents. This role contributes by providing a clean, safe and homelike environment including a laundry service that caters to the needs of the residents and by being part of a team that works together to create a pleasant and enjoyable environment for residents, their visitors and other team members.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operations
Reporting Line	Business Manager
Contribution / Responsibilities	<p>Housekeeping services</p> <ul style="list-style-type: none"> ● Ensure a high standard of cleaning is carried out as per the cleaning schedule at each facility (including residents' rooms, toilets, showers, bath areas, cleaning cupboards, entrance areas, floors and laundry areas. <p>Laundry services</p> <ul style="list-style-type: none"> ● To provide a laundry service suitable to resident by ensuring the residents linen is laundered, folded and returned to the appropriate storage cupboards, any mending of clothing is attended to in a timely manner and that residents' belongings are labelled appropriately. <p>Customer service</p> <ul style="list-style-type: none"> ● To maintain a professional relationship with staff, residents and families at all times by being aware of different cultural needs, understanding of difficult residents and situations, having an appreciation of residents' personal space, condition and needs. <p>Other</p> <ul style="list-style-type: none"> ● Tasks and duties that would reasonably fall within the responsibilities and skills of the position, at the request of the Village Operations Manager or Business Manager. For example, <ul style="list-style-type: none"> ○ Pet care ○ Infection control by following universal precautions for exposure to human blood and body fluids ○ Scrub trolleys ○ Be familiar with and able to follow Emergency Policies and Procedures as instructed by the Summerset Management Team
People Leadership (if applicable)	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> ● Honest, punctual and reliable ● The ability to be flexible and adaptable ● Prepared to be a team member ● A genuine interest in working with older people and a positive attitude to Ageing as well as the ability to work with people from different cultural backgrounds ● Good listening and communication skills and a good understanding of both oral and written English ● The ability to help create an environment which shows a respect for older people, and which treats people with dignity
Relationships	<ul style="list-style-type: none"> ● Business Manager ● Village Operations Manager ● Residents, families and their supporters ● Chef Manager and Food Services Team

	<ul style="list-style-type: none"> • Village staff, contractors and volunteers
Dimensions	<ul style="list-style-type: none"> • Nil direct reports • Nil opex / capex budget
Other	<p>This job includes all the main duties and responsibilities of the role; however, you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Village Operations Manager/Business Manager.</p>

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.

