

## Abbeyfield Housekeeper Job Description

Position:	Housekeeper
Reports to:	House Committee Chairperson
Job type:	Permanent
Committee Membership:	The Housekeeper is a non-voting member of the House Committee.
Functional relationships with:	Residents, visitors, relief Housekeepers, local Abbeyfield Society committee members, local community and contractors.

### Mission:

Abbeyfield is a volunteer-based not-for-profit organisation providing supportive, affordable family-style housing for older people who seek independence, companionship and safety.

### Job purpose

The major aims of this position are:

- To serve rather than control or “manage” the residents
- To facilitate the residents to remain in the Abbeyfield House for as long as they desire, even if they become frail;
- To relate to the residents so that they feel comfortable and supported in the Abbeyfield House.

### Background:

Abbeyfield Houses provide supported independent living for residents. Each resident has a studio with ensuite facilities, which he or she furnishes, cleans and looks after. Each resident's studio is private and entry is only by invitation or with permission. The residents share the garden and the communal parts of the House (e.g. sitting room, kitchen, laundry) and enjoy the mutual support and companionship that develops from living together. Abbeyfield residents are encouraged to take part in discussions and decisions on aspects of the day-to-day running of the House.

The Housekeeper takes care of the household shopping, meals, the common areas of the house and keeps a general overview of the harmonious working of the house. A relief housekeeper provides weekend meals and support. Residents' rent covers all household expenses including food, heating, maintenance and the Housekeepers' salaries.

## Terms of Employment

An Individual Employment Agreement is to be negotiated, and this job description will form an addendum to that agreement.

### Hours of Work:

Specific hours and days of work are as agreed in the Individual Employment Agreement. Some days may require more hours in the day and others less. To avoid misunderstanding, the Housekeeper is not required to sleep in the House overnight. The Housekeeper may plan their workflow in accordance with the job description and in co-operation with the relief Housekeepers.

Four days leave each fortnight will be provided, arranged in advance to permit relief Housekeepers to be available. The supervisor shall be kept informed of any changes.

This is a full-time (in the range of 32–40 hours by agreement) salaried position. No overtime is paid. Cover for annual leave and statutory holidays, in accordance with the terms laid out in the Holidays Act, will be provided by relief Housekeepers. If the employee is required to work on a public holiday, payment will be made in the terms of the Holidays Act 2003.

### Accommodation

The Abbeyfield Society will provide self-contained accommodation when required and meals while on duty and this provision will be reflected in the net weekly wage, through negotiation between the parties. The Housekeeper is required to furnish their own quarters. It is desirable that the Housekeeper takes their meals with the residents while on duty.

### Supervision

The supervisor is normally the House Committee Chairperson, or other such person as designated by the Chairperson of the local Abbeyfield Society. The supervisor is responsible for ensuring that the Housekeeper is given all necessary direction in matters of their safety, health and welfare; for ensuring that the terms and conditions of employment are adhered to by both parties; and for facilitating dealings between the House Committee and the Housekeeper.

### Key Duties:

#### ***1. Planning and preparation of meals, including:***

- Planning a weekly menu of two cooked meals a day, which meets the nutritional needs of older people, working within the budget provided.
- Preparing and serving the lunch and evening meals at the times determined by the House Committee.
- Ensuring all breakfast foodstuffs are ready for residents to make their own breakfast each morning.
- Purchasing all foodstuffs and household supplies, retaining GST invoices and providing these to the Treasurer.

## **2. Household cleaning, including**

- Keeping all communal areas clean and tidy.
- Ensuring the Guest Room (where applicable) is kept clean and ready for use at all times.
- Maintaining the cleanliness and hygiene of all food preparation areas.
- Undertaking all communal and guest room laundry e.g. tea towels, aprons etc.
- Doing all communal/meal dishes.

## **3. Record keeping, including**

- Maintaining an accident register
- Maintaining a menu book of all meals.
- Keeping a log book detailing House events, operations, emergencies, resident illness, doctor's calls, House visitors etc.
- Keeping all House first aid supplies well stocked, current and recorded in the First Aid notebook.

## **4. Accounts**

- Charging out for use of guest room.
- Keeping an accurate record of all expenditure.
- Paying invoices for all consumables. A debit card may be provided.

## **5. Health and Safety**

*Being responsible for the Health and Safety of yourself, residents and others, including*

- Ensuring all communal and exit doors, gates and windows are locked and secured at night.
- Having a clear understanding of all fire prevention responsibilities and emergency procedures.
- Conducting regular fire drills in conjunction with the Fire Service and House Committee.
- Maintaining all safety measures and equipment.
- Maintaining the required standards of health, hygiene and safety.
- Being on-call at night in the event of a major emergency such as a fire and responding to a major emergency that arises at the House.
- In the case of an accident or other health and safety incident, or a near-miss, ensuring an incident report is completed and the supervisor is advised as soon as possible. Incident reports are also to be presented to the next meeting of house committee.
- Being responsible for your own health and safety and that of the residents, taking all reasonable precautions for your own health and safety and that of others when carrying out your duties, including anticipating any potential hazards and taking proactive steps to ensure the environment is safe.

- Manual handling: if a resident should fall and is unable to stand up unassisted, do not attempt to stand them up or lift them. Call for an ambulance or in the case of an emergency, call 111.

## **6. Food Safety compliance**

*Being compliant with the Abbeyfield Food Control Plan (FCP), including supervising and participating in monitoring the documented FCP; ensuring all requirements of the FCP are met, including*

- Be alert to potential hazards to food safety as identified, controlled, monitored and documented in the FCP\*\*
- Corrective action is taken as required, and recorded
- Staff training on aspects of food safety is ongoing and recorded
- All food preparation processes are done with adherence to standards for temperature, time and observations as documented
- Sighting of pests are reported and dealt with
- Dealing with refuse is carefully controlled
- Co-operate helpfully with verifiers when they visit.
- Keep clear records as set out in the FCP
- Ensure that residents, guests and other users of the kitchen are aware of food safety requirements.

\*\* This is dealt with well in the KNOW (hazards identified) and DO (controlled and monitored) and SHOW (documented) in the SSS plan.

## **7. Being responsible for minimising stress, including**

- Managing your time and realistically prioritising tasks
- Taking regular, necessary breaks during the day
- Taking your annual leave
- Discussing with your manager or supervisor any issues that may be causing you stress

## **8. Resident Interaction**

- Holding a current First Aid Certificate at all times and completing training in the use of an AED defibrillator if one is available for use.
- Providing first aid in the event of an emergency but no nursing or regular care.
- Encouraging residents to maintain independence and daily activity.
- Assisting the residents to make the House a pleasant and friendly place to live in.
- Contacting resident's doctor in the event of illness if the resident is unable to do so and if this has not already been done by the resident.

- Contacting resident's next-of-kin or advocate if a resident's illness is serious or longer than a few days (if not already done by the resident).
- In the event of a death, informing the resident's doctor and the House Chairperson or a non-resident member of the House Committee
- Being aware of whether residents are up and active each morning. Carry out a morning check of all residents ensuring they respond to the 'morning call' or noting that they are still sleeping.
- Keeping the relief Housekeeper informed of any events that affect the day-to-day running of the House via the diary

#### **9. *Abbeyfield local Society Liaison, including***

- Keeping the House Committee Chairperson informed of any events that affect the day-to-day running of the House.
- Reporting accidents and potential hazards to the House Committee, using the appropriate form.
- Liaising with the House Committee regarding resident's needs/concerns.
- Attending and reporting to regular House Committee meetings.
- Providing feedback to the House Committee on the suitability of prospective residents.

#### **10. *General***

- Working appropriately with various groups including the local Abbeyfield Society, the residents, their family and friends and the local community.
- Showing prospective residents through the House if required, giving them the necessary information including the contact details of the applications co-ordinator (note that visits are normally by appointment).
- Attend to additional paperwork as required.
- Refer resident disputes to the House Committee Chairman.
- Such other duties which the local Society or residents may from time to time request as long as these can reasonably be performed within the Housekeeper's normal working hours.

### **Person Specification:**

The key selection criteria for the position are:

- Demonstrated experience in planning, preparing and cooking varied and nutritious meals and in taking allergies and individual likes and dislikes into account.
- Well-developed organising and budgeting skills including the ability to keep household accounts and other records.
- Demonstrated skills in maintaining the cleanliness and tidiness of the shared areas of the House.
- Demonstrated ability to work co-operatively with groups of older people, voluntary committees and individuals and groups in the wider community.
- Demonstrated understanding of older people and the ability to develop good working relationships.

- Proven ability to identify issues and problems as they emerge and to refer them promptly to the appropriate person(s) for action.
- Capacity to act decisively, reliably and with common sense in an emergency.
- Demonstrated understanding that an older person's issues are important to them, even if they seem minor to others.