

## **Job Description**

**Title:** Housekeeper

**Department:** Buildings and Grounds

**Reports To:** Director Support Services

**Position Summary:** Performs maintenance and or housekeeping duties as assigned by the Director Support Services or Maintenance Manager. Must have demonstrated experience in maintenance and environmental services and is sensitive to the needs of elders.

### **Performance Standards:**

- Follows work order procedures and sees that confirmation is made to each resident.
- Assists Maintenance Manager and Director Support Services with turnover of apartments, upkeep of building and grounds. Can include, but not limited to:
  - Painting
  - Floor stripping and waxing
  - Cleaning of furniture and carpets
  - Repairing broken items
  - Watering plants
  - Cleaning apartments and common spaces
- Inventory of housekeeping/maintenance supplies and oversee supply closet and the ordering
- Will assist Activity Department with event/activity program set-up and take down
- Drive bus/van as needed
- Assures that maintenance allowance for residents are consistently followed, and provides a record so residents can be properly charged when appropriate.
- Ensures efficient use of company supplies, materials, tools and resources.
- Shows attention to detail and has an acute sense of responsibility
- Shows an ability to relate to and perform job functions for the elderly in a positive and efficient manner
- Maintains the facility, interior and exterior in good condition and appearance
- Shows a consistent ability to coordinate multiple tasks. Has a positive attitude and works well under pressure
- Has sufficient technical knowledge and mechanical knowledge to maintain and repair assigned systems
- Adheres to all OSHA regulations and safety procedures when lifting, using equipment and chemicals, and ensure that others follow guidelines as well
- Customer Service – kindness/hospitality to residents, families and guests.
- Observe residents for any changes in behavior, mental status or physical conditions and report to nursing

- Communicate well within your department as well as with staff in other departments
- Works toward maintaining each resident's independence, self respect, personal dignity and personal safety.
- Promotes loyalty to the household among staff; generates positive attitude by demonstrating support of the community's policies and procedures with fellow employees.
- Reports any physical, emotional, sexual abuse or neglect to supervisor or nurse.
- Must dress professionally and appropriately according to Employee Handbook guidelines
- Performs other related duties as assigned.

**Specific Requirements:**

Education or training in maintenance or a related field or experience. Must have completed or be willing to complete educational requirements imposed by State regulations within the specified time frame. Experience in ordering supplies preferred. Must be able to read, write and understand English. Physical demands such as stooping, bending, turning, stretching, lifting to assist residents, making beds, moving equipment. Visual and Audio acuity necessary to detect changes in residents conditions; manual dexterity required to handle equipment. Must have patience and tact in dealing with residents' family members and staff. Must possess genuine concern for and ability to work with the elderly and with elderly who have memory loss. Must accept risk of working in group setting where employees are exposed to communicable disease and potential combativeness. Must demonstrate overall positive, professional image and attitude.