**Job Description:** Housekeeper

Reports to the Housekeeping Manager

**Position Summary:**

Responsible for cleaning and sanitation of resident rooms, kitchenettes, and bathrooms. Housekeeping is also responsible for maintaining the appearance and cleanliness of common areas, public bathrooms, lounge areas, and offices. A Housekeeper promotes resident self-direction and participation in decisions that emphasize choice, dignity, privacy, individuality, and independence and will work closely with residents to address resident needs outlined in the individual person-centered service plan.

**Education/Experience/Certification:**

* High School diploma or equivalent preferred
* Experience in a health care setting preferred.
* Ability to understand English both written and spoken.
* Must have sufficient communication and language skills to perform duties, and communicate with residents, other staff, family members, and health care professionals, as needed.
* Obtain or possess up-to-date CPR (including abdominal thrust) and First Aid certification directed by state and agency guidelines for healthcare settings.
* Obtain or possess up-to-date Food Handler Certification as directed by state guidelines.
* Satisfactory background check including criminal history, and employment verification for the position held.

**Knowledge / Skills / Abilities:**

* Work independently, and collectively as a team along with the ability to relate well with all people associated with the facility including but not limited to residents, resident families, visitors, volunteers, staff, and other professionals inside or outside the agency personnel.
* Document professionally with the use of facility forms and resident management systems on a computer in a professional, timely manner.
* Flexible, receptive, adaptive to change, and ability to plan, organize, implement, and follow through on duties and responsibilities given.
* Practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions, accidents, or injuries immediately to the facility Director or Designee.
* Practice infection control procedures by good hand washing, and using personal protective equipment as needed.
* Adhere to the approved break and meal schedule as directed by the Oregon Bureau of Labor \* Industries (BOLI) in the Employee Handbook.
* Assume responsibility for reporting and documenting incidents of abuse, suspected abuse, or injury of unknown cause abuse and other actions affecting resident welfare to the appropriate facility administrator or facility designee, local department office, or local AAA, Law Enforcement Agency if the suspected abuse is believed to be a crime (e.g. rape, murder, assault, burglary, kidnapping, theft of controlled substances, etc.)
* Provide residents or the resident’s representative with information on services provided by the State Long Term Care Ombudsman Office.
* Report promptly any condition that may be unsafe or unhealthy and any on-the-job or work-related injury.
* Maintain an accurate record of your time worked while following standards of attendance outlined in the Employee Handbook.

**Essential Functions:**

* Able to lift, move, push, and pull up to 50 lbs., hear, see, speak, sit, balance, kneel, reach, grasp, walk, stand, stoop, squat, and bend adequately perform the job functions.
* Must be able to perform functions related to the job safely and successfully, with or without reasonable accommodation required by federal, state, or local law.
* Function with inside and outside environmental conditions.
* Ability to work on your feet and in the standing position for extended periods of time.
* Follow established performance standards and perform duties outlined in facility policies and procedures.
* Come to work in clean, neat attire consistently presenting a professional appearance as outlined in the Employee Handbook.

**Tools & Equipment Used:**

* Manage Keys
* Housekeeping Carts
* Trash Carts
* Personal Protective Equipment
* Brushes / Towels / Spray Bottles
* Vacuum
* Mop / Mop Bucket
* Broom /Dustpan
* Maintain Safe Storage, usage, and Monitoring of Chemicals used for sanitation
* Stepladder
* MSDS Book
* Cleaning Records
* Carpet Cleaner

**Position Attire:**

* Scrubs
* Closed Toed Shoes
* Name Badge
* Hair Restrained as outlined in the Employee Handbook

**Housekeeper Responsibilities:**

* Assist employees in following established facility policies and procedures.
* Remove plates and serveware belonging to Dining Services upon the completion of a meal or cleaning of resident space.
* Monitor stock and inform management of items running low and in need of re-ordering.
* Assume accountability for the proper care and use of housekeeping equipment.
* Responsible for the washing, folding, and putting away of housekeeping laundry that includes mops, cleaning rags, shower curtains, and deep cleaning towels.
* Maintain a steady work pace.
* Clean floors, including sweeping, dusting, damp/wet mopping, stripping, waxing, buffing, disinfecting, etc.
* Clean carpets, including vacuuming, shampooing, deodorizing, and disinfecting.
* Remove dust, dirt, grease, film, etc from surfaces using proper cleaning/disinfecting solutions.
* Proper safe handling, use, and storage of cleaning equipment, including chemicals.
* Discard waste/trash into proper containers and reline trash receptacles with plastic liners.
* Assure that work /assignment areas are clean and that equipment, tools supplies, etc. are properly stored at all times, including before leaving such areas for breaks, meal times, and end of work day.
* Complete Documentation related to resident care, environmental monitoring, and department-specific monitoring forms promptly.
* Assure that an adequate inventory or housekeeping supplies are maintained.
* Report burned-out light bulbs, exit lights, overhead lights, fluorescent lights, room-call lights, ect., to the supervisor.
* Report all hazardous conditions or equipment along with any accidents/ incidents to the supervisor.
* Honor the resident’s personal property.
* Handle any concerns or complaints regarding housekeeping services and take appropriate action to address them promptly.
* Maintain visible labels for all cleaning products used.
* Assist with the annual cleaning schedule.

**Resident Services:**

* Know, understand, implement, and advocate the Resident's Bill of Rights as outlined in the Oregon Administrative Rules for Residential Care and Assisted Living Facilities.
* Compassionately offers comfort, friendship, and companionship to residents.
* Communicate with the healthcare team and family members curiously and professionally in all aspects of resident care.
* Carry out assignments as directed by those who initiate care.
* Facilitate resident care as outlined in Person-Centered Service Plans including Individual-based Limitations, change of conditions, interim service plans, and behavior plans, and provide positive interventions and support.
* Assist with scheduled and unscheduled needs of each resident that include assistance with activities of daily living, resident-focused activities, supervision, and support.
* Respond to resident call lights promptly with professionalism, kindness, and courtesy.
* Assist in maintaining a clean and sanitized dining services environment including but not limited to, trash removal, cleaning schedule, and dishes.
* Assist residents with self-directed access to social involvement, appropriate nutrition including assistance with mobility to and from social engagement, meals, meal delivery, and appropriate before and after meal sanitation assistance.
* Be alert to subtle changes in resident condition, reporting and documenting all resident injuries to medical staff who can initiate care.
* Assist with facility procedures for admission, discharge, or transfer of residents and resident appointments.
* Assume responsibility for facility keys and manage the use of communication equipment communication including proper storage completing shifts.

**Facility Training/Ongoing Education:**

* Complete facility training program that includes methods to determine the competency of Housekeeping staff through evaluation, observation, or written testing. Maintain current documentation regarding demonstrated competency.
* Assume responsibility for attending Monthly In-service, in-person scheduled training, and completing continuing education to maintain compliance for the position held.
* Participate in health care teaching and counseling provided by the facility director of nursing.
* Familiarize oneself with the information contained in the Employee Handbook and seek verification or clarification where necessary.

I have read the provided job description for Willamette Manor and fully understand the requirements of this position. I hereby accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

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| STAFF SIGNATURE | DATE |
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