

**Basildon Mind**  
**Job Description**

**Job Title:** Housekeeper

**Salary:** FTE £20,330 per annum plus OLF (pro rata to part time)

**Hours:** 8 hours per week (Sat & Sun 10am-2pm) plus shift allowance

**Annual Leave:** 25 days plus Bank Holidays (pro rata)

**Line Management:** Sanctuary Plus Manager

**Accountable to:** Chief Executive Officer  
Board of Trustees

**Experience:** Experience of domestic or commercial cleaning

**Summary:**

The Crisis House (based in Basildon) is part of the 24/7 Mental Health Crisis Response and Care Service covering the entire geography of the Mid and South Essex (MSE) Crisis Care pathway. It offers intensive, short-term support to help service users manage a mental health crisis in a 4 bedded residential setting, rather than in a hospital. This is a 24/7 service operating 365 days of the year.

**Job Purpose:**

The primary duty of this role is to maintain cleanliness, tidiness throughout the Crisis House, ensure relevant food supplies are kept stocked in line with stipulated requirements and that any repairs or maintenance issues are reported to the Sanctuary Plus Manager/Deputy Manager.

Housekeepers will also ensure that vacated rooms are cleaned promptly & safely and prepared for incoming service users.

**Main Duties and Responsibilities**

- Establish and maintain standard operating procedures for cleaning and organising the home
- Daily cleaning of kitchen, bathrooms and communal areas, including vacuuming, dusting & disinfecting surfaces
- Cleaning windows
- Clean up spills with appropriate equipment

- Clean upholstered furniture
- Collect and dispose of rubbish
- Cleaning and disinfecting equipment at the end of their shift
- Turn around vacant rooms quickly, ensuring room is clean & safe for next service user
- Maintain an inventory of household items, and equipment
- Record missing or damaged items and arrange for the item's repair or replacements
- Notify Manager/Deputy Manager of necessary repairs
- Communicate with people in a manner that is consistent with their level of understanding, culture and background
- Notify Manager/Deputy Manager of any accidents or problems while providing service
- To work effectively within the team and as part of the whole organisation
- Perform all other duties as may reasonably be expected of your operational line manager

### **Standard Clauses**

- To work in accordance with Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

**Equal Opportunities:** The post comes under the terms of Mind's Equal Opportunities Policy.

**Basildon Mind**  
**Person Specification**  
**Housekeeper**

<b>Qualification</b>	<b>Essential</b>	<b>Desirable</b>
	Good general education	Lived experience
<b>Experience</b>	Domestic or commercial cleaning experience  Firm grasp of general cleaning methods and techniques  Proficient use of different types of cleaning equipment	
<b>Knowledge of</b>	Awareness of health and safety requirements for role	
<b>Skills &amp; Competencies</b>	Good interpersonal skills  Understanding of the principles of confidentiality  Should be physically fit  Ability to manage own time  The ability to spot what needs doing  Attention to detail  Organised & methodical  Maintain cleaning schedule	IT skills using a range of current and relevant packages and able to communicate via digital means i.e., telephone, email, zoom, MS Teams.
<b>Other Requirements</b>	Enthusiastic and motivational, with a strong 'can do' attitude.	

Job Holder	Signature
	Date
Manager	Signature

	Date
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