



Position Description

Title: Housekeeper

Reports to: House Director

Primary Location: Gosnell Memorial Hospice House

FSLA Class: Non-Exempt

Supervises: None

Effective Date: 10/09/2013

Position Summary:

Under supervision, performs daily cleaning tasks for patient rooms, clinical station, living room, restrooms, dining room, spa room, utility rooms, office areas, and other common spaces and any other areas assigned, in accordance to standard procedures consistent with facility objectives.

Qualifications:

1. Education: High School Diploma or equivalent, demonstrated ability to read and write
2. Experience: One year housekeeping/cleaning service preferred
3. License/Certification: None

Essential Duties & Responsibilities:

1. Performs all duties and housekeeping responsibilities in accordance with basic principles and guidelines of professional cleaning with a customer service oriented focus.
2. Performs basic cleaning functions in assigned areas following established schedules and using prescribed methods:
 - Dusts horizontal surfaces
 - Empties wastebaskets, removes waste, relines basket
 - Damp wipe cleans all furniture
 - Cleans and polishes metal and porcelain fixtures in bathrooms
 - Mops and sanitizes floors of rooms and offices
 - Spot cleans walls and windows
 - Polishes metal surfaces
 - Replenishes room supplies
 - Performs "discharge" cleaning of rooms
 - Vacuums carpets, spot cleans as assigned
 - Sorts and distributes linen as assigned
 - Transports soiled linen to central collection point
 - Assists with stock of medical supplies as assigned
 - Evaluates need to order additional cleaning supplies; prepares order for approval by House Supervisor
3. Performs heavier cleaning functions in assigned areas following established schedules and using prescribed methods:
 - Transport waste from utility rooms and other collection points and dispose of waste in dumpster
 - Cycle clean light fixtures and windows
 - Cycle clean ceilings and walls
 - Measure and mix cleaning chemicals
 - Wash and dry mop heads per procedure
4. Must keep janitor's closet and housekeeping cart neat and tidy at all times.

5. Completes check sheets and housekeeping reports legibly and timely.
6. Responsible for daily mopping of kitchen and dining room.
7. Anticipates problems and suggests solutions.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Collaborates with house staff regarding potential needs of facility on a daily basis
2. Promotes calm, home-like atmosphere while performing cleaning duties.
3. Reports patient and family concerns to nursing staff in a timely manner.
4. Assists with orientation of new staff as assigned.
5. Shares expertise with others through education and collaboration
6. Works amongst diverse social and economic situations without imposing own values on patient or family maintains appropriate professional boundaries.
7. Demonstrates a caring and sensitive attitude towards customers and co-workers.
8. Carries out duties and responsibilities of position in a manner that exemplifies excellent customer service.
9. Represents HSM to the community in a positive manner.
10. Demonstrates effective listening skills when communicating with others.
11. Meets standards for continuing education hours.
12. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
13. Utilizes proper body mechanics and safe working techniques.
14. Provides for a safe environment for patients, guests, visitors and employees. Reports unsafe environments/practices to supervisor in a timely manner.
15. Demonstrates knowledge and support of agency's safety and OSHA policies.
16. Demonstrates use of safety judgment on a case-by-case basis.
17. Reports patient and employee incidents according to Agency protocols.
18. Participates in department and Agency projects and committees as needed.
19. Demonstrates flexibility, versatility and a positive attitude in integrating additional duties.
20. Attends mandatory meetings and inservices, unless excused in advance by Supervisor.
21. Portrays a positive attitude towards the Agency by supporting its mission, vision, values, policies and procedures.
22. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
23. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
24. Adheres to all Agency, State, and Federal policies and procedures, laws, and regulations which are relevant to job responsibilities.

Required Skills, Abilities & Knowledge:

1. Ability to work independently, while collaborating with other team members.
2. Ability to work with patients/families of all ages.
3. Ability to work with the changing needs of patients and staff
4. Ability to evaluate a situation quickly and respond appropriately.
5. Ability to adapt to changing patient or Agency priorities.
6. Good written and verbal communication skills.
7. Ability to self-motivate.
8. Good organizational skills.
9. Ability to deal effectively with stress.
10. Ability to prioritize.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.			X
21-50 lbs.			X
51-100 lbs.		X	
> 100 lbs.	X		
Carry			X
Push or pull			X
Climb		X	
Reach			X
Stoop or bend			X
Crouch		X	
Kneel		X	
Handle or feel			X
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease		X	
Exposure to hazardous materials		X	
Repetitive Motion			X

Visual Requirements:

1. The worker deals with cleaning equipment at or within arms reach.
2. Must be able to see to complete job duties as assigned

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires the ability to plan and perform diversified duties from detailed instructions and under standard procedures. Involves the exercise of judgment in the analysis of facts and conditions regarding individual problems or transactions to determine what actions should be taken, within the limits of standard practice.

Employee’s Signature _____ **Date** _____