



## Job Description

|                      |                                       |
|----------------------|---------------------------------------|
| Job Title:           | Bank Accommodation Services Assistant |
| Working Hours:       | 30 hours                              |
| Location/Department: | Accommodation Services                |
| Reports To:          | Assistant Housekeeping Manager        |
| Direct Reports:      | None                                  |
| Budgetary Control:   | No                                    |
| DBS Disclosure:      | Enhanced                              |
| Date Prepared:       | July 2021                             |

### Job Summary/Purpose:

1. To provide residents with a “good life” by promoting dignity, independence, choice, and fulfilment within a policy of managed risk taking
2. To provide residents with comfort, security, and a sense of belonging, making a difference to their daily lives
3. To provide outstanding, person centred housekeeping services to residents by assessing, monitoring, and evaluating individual resident’s supported living needs, raising concerns where required
4. To update and maintain accurate cleaning schedules
5. To be a named Housekeeping support for residents
6. To maintain good communication with the resident, supervisory team and colleagues
7. To maintain a caring and homely atmosphere for residents
8. To contribute positively to the team, supporting colleagues in the daily life of the College

### Values and Behaviours

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**  
Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff
- **Compassionate**  
Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; don’t judge.

- **Accountable**  
Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.
- **Progressive**
- To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive and inspiring; embrace new ideas and technologies

### Key Duties & Responsibilities

1. To work within the area to which you are assigned at each shift, operating with respect and kindness to residents and colleagues and promoting a harmonious team atmosphere.
2. To be approachable, receptive, and reactive to resident needs, providing day to day cleaning and laundry support
3. Always respond positively and cheerfully to all enquiries, role modelling compassion and respect in all aspects of the college.
4. To support the Hospitality Services team with food and beverage service at meals times as required
5. To take resident clothing to the laundry and return clothes to residents accommodation after inspecting for minor repairs, etc.
6. To ensure bed linen and laundry is collected, sorted and bagged ready for washing with adherence to colour coding/bagging of articles. Assist with delivery and collection of linen and towelling
7. To be familiar with Morden College Policies and Procedures, to ensure compliance and understanding and safe practice, whilst providing a compassionate, warm, and caring environment.
8. To enable good 2-way communication with colleagues and residents, being supportive and inclusive and encouraging a culture of mutual respect.
9. During your shift, to be aware of your own Health and Safety obligations and those to other staff and residents in your area and comply with policies put in place.

To attend all training as required and keep personal mandatory and legislative training up to date, always being open minded and progressive in your thinking.

### General Duties and Responsibilities:

1. To maintain confidentiality and to comply with the College policy thus ensuring security in the management and use of information at all times.

2. To contribute to close working relationships with all personnel and to help to build an open, honest, and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, always treating them with care and consideration and referring any issues or incidents directly to management as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.
5. To operate in accordance with the College's policies and procedures as detailed on the College's website and intranet and as set out in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies, Care Quality Commission legislation and key lines of enquiry.
6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and the Data Protection Act 2018.

*This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.*

Employee's Signature:

Manager's Signature:

Print Name:

Print Name:

Date:

Date: