

# HERITAGE POINTE

## *Seniors Living in the Jewish Tradition*

*No matter what your job/position is at HP, you share with all the people here, one principle function - to ensure our Residents receive the best care and service ...the one thing you will always be held accountable for is the exercise of your best judgment.*

**CURRENT REVISION DATE:** August 2017  
**POSITION TITLE:** HOUSEKEEPER  
**POSITION CATEGORY:** Non-Exempt, Full-time, Part-time, per diem  
**POSITION SUPERVISES:** N/A  
**POSITION REPORTS TO:** Director of Building Services

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**I. BASIC PURPOSE OF POSITION:**

To provide high quality housekeeping service to the Residents' apartments and the common areas of Heritage Pointe.

**II. CUSTOMER/CLIENTS SERVED BY POSITION:**

The Residents, family members, guests, visitors, team members, department staff, state and federal regulators and outside community.

**III. EDUCATION REQUIREMENTS:**

High school diploma or GED preferred.

**IV. EXPERIENCE REQUIREMENTS:**

Six months Residential housekeeping and laundry preferred.

**V. SPECIAL SKILLS, LICENSES, CERTIFICATION AND/OR SPECIAL TRAINING REQUIREMENTS:**

Ability to follow directions. Able to speak, read, and understand the English language. Able to pass the pre-employment drug screen, physical/TB test and able to obtain a fingerprint clearance as required by our licensure.

**VI. ESSENTIAL JOB DUTIES THAT MUST BE SAFELY PERFORMED WITH OR WITHOUT REASONABLE ACCOMODATION WITHOUT POSING A DIRECT THREAT TO OTHER EMPLOYEES, RESIDENTS OR SELF:**

1. Use Heritage Pointe cleaning products unless the Resident requests otherwise.
2. Dust, scrub, sweep, wipe off surfaces.
3. Able to move up to 35 lbs. unassisted.
4. Able to bend and reach and work in small areas.
5. Able to push and pull equipment normally associated with position.
6. Change bed linens.
7. Clean common areas.
8. Able to work well with others.
9. Move furniture for special cleanings (with assistance)
10. Maintain Resident confidentiality.

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11. Able to work outdoors in both extreme heat and cold weather.
12. Able to vacuum and operate floor equipment.
13. Remove and dispose of trash in assigned areas.
14. Assist facility in the expediency of an apartment turnover.
15. Able to work on hands and knees for long periods
16. Follow housekeeping policies and procedures.
17. Read labels and instructions for all chemicals used in facility and able to use safely.
18. Able to fold linens.
19. Able to operate washing machine and dryer equipment.
20. Able to report safety issues within Resident units and throughout the facility.
21. Identify Resident linen compared to facility linen.
22. Stock laundry and cleaning cart with supplies.
23. Ensures cleanliness of employee lounge and employee restrooms.
24. Ensures cleanliness of office areas.
25. Attends all employee meetings.
26. Other tasks as assigned.

### **FACTORS AFFECTING WORK PERFORMANCE – attendance, reliability, interpersonal, adaptability, judgment, mission, adherence to policy and regulatory requirements.**

1. Make time to have fun at work, laugh, breathe and smell the roses.
2. Regular, punctual attendance. Flexibility in schedule as it may include weekends, evenings and holidays.
3. Additional duties as assigned by supervisor.
4. Attend daily shift report, department staff and "All" employee staff meetings.
5. Timely completion of work assignments.
6. Be a team player and able to get along well with co-workers and other departments.

### **Mission, Vision, Policy and Regulations – HP Philosophy, adherence to policy, judgment**

1. Familiarize self with Heritage Pointe mission/vision, rules, policies and procedures and same with the Jewish Tradition as observed by our Residents, family and guests.
2. Observes safety regulations; to include but not limited to wearing appropriate safety equipment, reporting work related injuries, using proper body mechanics and responding to fire/disaster alarms and wearing name badge.
3. Follow timekeeping policy utilizing timeclock to record all hours worked to include mandatory meal period of thirty minutes by the 5<sup>th</sup> hour of work & OT is authorized by supervisor.
4. Wear appropriate clothing per facility and assisted living uniform policy to include name badge.
5. As a matter of HP policy and federal and state law; follows confidentiality and privacy policy, applies “minimum necessary”, “needs to know” guidelines on all PHI information and reports non-compliance violations to the Administrator.
6. As a mandated reporter per DOJ requirements; attends Mandated Reporter Abuse training meetings, will report all abuse incidents; physical, emotional, financial, sexual, verbal, completing the 1) SOC 341 form, mailing or faxing, 2) calling the ombudsmen and/or

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- department of health services; for Assisted Living and Independent Living, call Ombudsmen, and APS (adult protective services), and 3) informing supervisor so Resident can be protected.
7. Follow the corporate compliance standard and employee code of conduct, of performing work with an ethical behavior and utilizing proper business conduct and professional practice, that complies with applicable laws, rules and regulations; as serving the Residents, preserving the organizational reputation, maintaining Resident/employee trust, community respect. Reports non-compliance or concerns to Corporate Compliance Officer.

### **VII. EQUIPMENT AVAILABLE FOR JOB DUTIES:**

Washer/dryer, Vacuum, Housekeeping carts, extractors, brooms, wet-dry vacuum, hand tools, hand trucks/carts, scrubbers, sprayers, hoses, dust pans, gloves, commercial wash and dryer, buckets, trigger spray bottles, window squeegee, cleaning chemicals, etc.

### **VIII. PHYSICAL DEMANDS:**

Normal bending and stooping. Must be able to lift up to 35 lbs. unassisted. Must be able to walk and stand on feet for several hours. Requires some handling of infectious biologically unclean and toxic materials.

I, (Print Name) \_\_\_\_\_, have read the job description entitled **Housekeeper**, and pledge to perform to the best of my ability each duty and responsibility to the highest standard possible. I also understand that this job description does not imply a contract or agreement. It outlines the job duties for the position of Housekeeper. Further, I am committed to understanding the sensitive, ethical and confidential nature of the position and realize that comprising this could lead to immediate consideration of termination. Employment at Heritage Pointe is "At Will". For any reason, at any time, with or without cause or notice, and Heritage Pointe or myself may terminate the employment relationship.

\_\_\_\_\_  
Housekeeper Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date

*A signed copy of this job description will be placed in your personnel file for future referencing and used for evaluation purposes throughout the year.*