

## Housekeeper Job Description

**Position:** Housekeeper

**Reports to:** Team Lead & RN /  
Program Coordinator

**Job Function:** Reporting to the Team Lead & RN/Program Coordinator, the Housekeeper is responsible for the assessment of individual needs and the general care of the individuals within a 24-hour Wholistic Model.

### Organizational Competencies

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#### Client Focus

- Builds strong individual relations, delivers individual-centric solutions and identifies opportunities that benefit the individuals in the program.
- Ensures the facility and environments are clean, hygienic, and organized. Adheres to all cleaning protocols as outlined by the agency.
- Reports individual concerns to Team Lead or Coordinator if you witness any problems.
- Completes meal preparation for individuals, and ensure meals are healthy and meeting individual care expectations and nutritional guidelines.
- Stays current on related individual health concerns and care plans, ensuring proper procedures are followed as necessary.
- Ensures household laundry is completed and makes minor clothing repairs.
- Manages the inventory of household supplies, including groceries and cleaning supplies.
- Assist with individual personal care in the following areas, as necessary: bathing, toileting, catheter care, changing, grooming, feeding, and dressing
- Administer minor health care to individuals according to established Agency procedures
- Promotes staff/individual health and safety by using proper lifting and moving techniques and equipment.

#### Ensures Accountability

- Holds self-accountable to meet deadlines, complete proper paperwork, follow URSA standards, and complete assigned tasks.
- Acts with a clear sense of ownership and takes personal responsibility for decisions, actions and failures.
- Completes all weekly, monthly, and yearly tasks associated with household cleaning.
- Ensures all issues related to appliances or facility are reported to the Team Lead or Program Coordinator and documented appropriately.
- Attends scheduled meetings and look for opportunities to be involved in other agency committees.
- Acts as a positive role model for co-workers.
- Maintains confidentiality and adheres to the Ethical Code of Conduct.

#### Values Differences

- Recognizes the value that different perspectives and cultures bring an organization.
- Contributes to a work climate where differences are valued and supported, and people are encouraged to do their best.
- Develops a positive, professional rapport with all staff, students and volunteers.
- Is inclusive when working on projects and communicating with co-workers and individuals.

### **Situational Adaptability**

- Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Picks up on situational cues and adjusts in the moment, recognizing that different situations call for different approaches.
- Complete emergency housekeeping or cleaning tasks when needed.
- Completes additional tasks as assigned.

### **Position Competencies**

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#### **Decision Quality**

- Considers situation factors and use appropriate decision-making criteria when necessary
- Consults with your Team Lead and Program Coordinator when making decisions that impact the individuals
- Displays good judgement by acting with URSA processes and policies

#### **Collaborates**

- Supports the orientation of new URSA team members.
- Gains the trust of co-workers and individuals
- Supports and partner with co-workers to complete tasks and support the individuals

**Note: A Housekeeper may be required to perform duties and responsibilities included, but is not limited to, this job description.**

### **Position Qualifications**

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A Housekeeper possess a minimum of 1 year relevant experience. Working in an environment with individuals with disabilities or health care setting is an asset.

A Housekeeper must be proficient, up-to-date, and flexible in the current areas:

- Maintains and utilizes current Standard First Aid and level C CPR
- Medication Administration certification and med practicum
- Be willing to be an approved URSA designated driver
- Obtains and maintains a Class 5 Drivers License
- Provides proof of \$2,000,000 liability insurance.
- Provides cleared criminal background check and child intervention check
- Uses proper lifting and moving techniques and available equipment