



## JOB DESCRIPTION

**Job Title:** Housekeeper

**Reports to:** Director/Manager/Supervisor,  
Facilities/Housekeeping, Support Services

**Dept. Name:** Housekeeping

**FLSA Status:** Non-exempt

**Unit/Site:** Skilled Nursing, Housing, PACE

**Classification:** Union

### GENERAL SUMMARY

The Housekeeper ensures the highest degree of cleanliness, sanitation and customer service by maintaining assigned areas in a clean, sanitary, safe, orderly and attractive manner in accordance with established procedures.

### PRINCIPAL DUTIES AND ESSENTIAL FUNCTIONS

#### Job duties specific to this position:

- Maintains the facility in a clean, safe and orderly manner for resident comfort and convenience.
- Cleans/polishes furnishings, fixtures, appliances (refrigerators, cabinets, stoves, etc.) and heating/cooling units in resident rooms, living/recreational areas, offices and entrance/exit areas as instructed.
- Cleans, washes, sanitizes and/or polishes bathroom fixtures. Removes watermarks from fixtures.
- Cleans windows and mirrors in resident rooms, living/recreational areas, bathrooms, offices and entrance/exit areas.
- Cleans floors to include: sweeping, dusting, damp/wet mopping, stripping, waxing, buffing and disinfecting. Sets up "CAUTION", "WET FLOOR" or safety signs properly prior to performing such duties.
- Cleans carpets to include vacuuming, shampooing, deodorizing and disinfecting.
- Cleans walls and ceilings by washing, wiping, dusting, spot cleaning, disinfecting and deodorizing as instructed.
- Removes dirt, dust, grease, etc. from all surfaces using proper cleaning/disinfecting solutions.
- Disposes of waste/trash (recyclables, regulated medical and regular) into proper containers. Relines containers as appropriate with plastic liners.
- Reports all unsafe/hazardous conditions, defective equipment, damage to fixtures, etc. to the Supervisor/Manager promptly.
- Replenishes supplies (toilet tissue, paper towels, soap and can liners, etc.) in assigned work areas on a regular and as necessary basis.
- Follows work/cleaning schedules as outlined for the respective shift/area.
- Follows principles of infection control and universal precautions.
- Performs cleaning/sanitizing procedures in isolation rooms or areas as instructed and in accordance with established infection control policies and procedures.
- Assures that work areas are clean and free of equipment and supplies before leaving such areas on breaks and at the end of the workday.
- Keeps work areas free of hazardous objects such as protruding mop/broom handles, etc. and assures that all cleaning supplies and equipment are stored in a safe manner as



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instructed during the work period, and also when ending the work shift. Observes all safety precautions as instructed (universal precautions, isolation procedures, chemical labeling etc.).

- Performs other duties as assigned.

### Housing Specific Job Duties

- Monitors refrigerators and removes spoiled food.
- Follows principles of infection control and universal precautions.
- May be asked to clean blood and bodily fluids.
- Observes and reports any pest control issues and participates in corrective action plan.
- Observes and reports unusual room conditions and environmental safety issues.
- Performs cleaning procedures as instructed when a resident is discharged, transferred, etc. to assure that the room is ready for new occupancy. Assists new residents with move in (i.e. hanging clothing).
- Makes beds and straightens residents' rooms as needed.
- Follows principles of infection control and universal precautions.

### Loretto Health and Rehab Specific Job Duties

- Cleans hallways, stairways and elevators as instructed. Performs cleaning procedures as instructed when a resident is discharged, transferred, etc. to assure that the room is ready for new occupancy. Assists new residents with move in (i.e. hanging clothing).
- Makes beds and straightens residents' rooms as needed.
- Follows principles of infection control and universal precautions.

### PACE CNY Specific Job Duties

- Responds to all work orders as quickly and efficiently as possible. Completes all necessary documentation associated with the work orders.
- Clean areas of building as instructed including, but not limited to, all staff and participant bathrooms, Clinic proper, employee break room and kitchen. Cleans hallways, stairways and elevators as indicated.
- Demonstrates adherence to all compliance policies and procedures and the code of conduct. Displays compliance oriented behavior in the workplace. Is responsible for promoting and fostering compliance in the workplace. Adheres to the mission and philosophy of the D&TC, PACE CNY, and the Loretto Corporation.
- Adheres to service excellence by developing and maintaining positive respectful relationships with all customers, internal and external, to include participants, families, team members, all staff throughout the organization and community partners; performs responsibilities according to the highest quality standards.
- Demonstrates knowledge of PACE/D&TC Emergency Preparedness Plan and can verbalize their role during an event.

### Job expectations for all Loretto employees:

- Promotes and role models the mission, values, vision and strategic goals of Loretto in all interactions with staff, peers, residents, family members, vendors and visitors. Treats people with dignity, professionalism and kindness.



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- Demonstrates excellent internal and external customer service skills such as friendly greeting, making eye contact, listening attentively, responding in a timely manner, showing respect and empathy and acting as a role model for staff and peers.
- Demonstrates excellent work attendance, reliability and work ethics. Arrives at facility on time for assigned shift and prepared to work.
- Attends and actively participates in required meetings and training sessions including reorientation.
- Complies with established policies, procedures, and codes of conduct at all times (e.g., dress code policy).
- Adheres to all health and safety requirements, regulations, policies and procedures.
- Practices and teaches safety awareness. Identifies and reports or corrects any possible safety or environmental issues.
- Understands all HIPAA and other compliance & regulatory requirements associated with their role, including completion of required internal or external training/certifications.
- Performs a variety of related duties as assigned.

## **QUALIFICATIONS**

- High school diploma, GED, or ability to pass a written TABE test.
- Ability to read, write and understand the English language.
- Ability to follow simple oral and written directions.
- Excellent customer service skills.
- Ability to stand and walk for duration of shift.
- Ability to use any of the following: mops, buckets, cleaning solutions, vacuum cleaners, utility carts, floor cleaning machines, wet/dry vacuums and any other equipment used in the ordinary pursuit of the department objective.

### **PACE CNY Specific Qualifications**

- Ability to work days, evenings or weekends as required.
- Ability to travel between work sites.
- Valid New York State driver's license, free from major infractions and acceptable by our insurance carrier, and access to a reliable vehicle.

## **PHYSICAL REQUIREMENTS**

- Ability to lift up to 50 lbs.
- Ability to frequently stand, walk, push, pull, lift, grasp, climb, balance, stoop, kneel, crouch, reach, talk, see and perform repetitive motions. This may include moving light furniture.

## **ENVIRONMENTAL CONDITIONS**

- The Housekeeper may be exposed to odors, medical wastes, disease and unsanitary conditions.

## **EMPLOYER'S DISCLAIMER**

- Non-essential job functions are subject to possible modification where necessary to reasonably accommodate qualified individuals with disabilities.



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- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Loretto reserves the right to modify position duties at any time, to reflect process improvements and business necessity.
- This document does not create an employment contract, implied or otherwise.

## EMPLOYEE ACKNOWLEDGMENT

**Employee Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(Please Print)

**Employee Signature:** \_\_\_\_\_

Reviewed/Revised	
Date: 5/2018, 11/2018, 12/2018	T Schattinger, J Ingerson & F Macuso, P Smith & S Button
Date:	