

# Role Profile

## Cook / Housekeeper

### Job Purpose

Assisting the House Manager in the smooth running of our sheltered house for older people, providing an excellent tenant focused service. Providing our residents with homecooked meals while creating a homely environment where all residents feel welcome, safe and supported.

### Key Responsibilities

#### Catering

- Provide a catering service (preparing, cook and serve) for residents in occupation, using fresh ingredients, ensuring dietary needs, tastes and preferences are met
- Develop menus in consultation with tenants and House Manager
- Use online shopping to buy ingredients, equipment and other materials necessary for agreed meal provision within allocated budgets
- Maintain a clean, tidy and organised kitchen
- Ensure that the kitchen always meets environmental health standards (Safer Food Better Business Guidance).

#### Tenant Welfare

- Carry out daily welfare checks for all tenants and maintain appropriate records
- Participate with other staff in the admission of new tenants
- Encourage tenants to be involved in the house; welcome and encourage their participation in activities
- Liaise with families/friends and other professionals regarding welfare with tenant consent or as a 'duty of care' where significant risk is identified
- Respond in the event of an emergency
- Be a point of contact for tenants and relatives

#### Housekeeping

- Respond to maintenance issues and tenant repair requests
- Carry out communal Health & Safety checks
- Supervise the domestic and laundry service when on duty
- Ensure all communal parts of the house and garden are clean, tidy and safe
- Ensure house's security whilst on duty
- Observe fire safety regulations and procedures and conduct a regular fire alarm practice.

- Work within budgets and spending authorities, maintaining accurate records.
- Respond to comments, concerns, and complaints appropriately to achieve satisfaction and continual improvement.
- Work with the House Manager to develop plans and events for attracting potential tenants and minimise voids
- Deputise for the House Manager when required
- To act in accordance with all Abbeyfield South Downs Values, Policies and Procedures at all times

## Knowledge and skills required to undertake the role

### Essential

1. Competent home cook
2. A caring person who is compassionate and understands the needs of older people
3. Team worker, able to communicate and interact well with a wide range of people
4. Able to work under own initiative, prioritise a varied workload and manage time effectively
5. Resourceful, practical and flexible
6. Basic IT skills

### Desirable

1. Experience working in a similar role
2. Previous training, food hygiene & first aid