

candidate Brief

Laundry and Housekeeping Assistant

mission statement

To offer ‘Peace of Mind through Trust and Understanding for All’

about us

Committed to providing the highest quality care for people living with dementia

Vida Healthcare is a specialist dementia care provider based in Harrogate, North Yorkshire. Our three purpose-built care homes – Vida Hall in Starbeck, Vida Grange in Pannal and Vida Court in Harlow Carr all offer quality, person-centred care, state-of-the-art facilities and all the comforts of home.

OUR ETHOS OF CARE

**We are committed to providing quality care**

Every person receiving our service will experience quality care. It is essential to us that excellence remains at the forefront of our efforts.

**We will use the most up to date information available to us**

We will use the latest research, emerging evidence and professional literature, in conjunction with our own in-house clinical expertise to provide the highest standards of care.

**We will always respect and protect the rights of our service users and deliver high quality, compassionate care**

Through a comprehensive induction and ongoing training programme, our staff will have a clear understanding and respect for the core values which underpin the care and support we provide; respect, dignity, fairness, equality and autonomy.

**We will approach our duties within Vida Hall, Vida Grange and Vida Court with sensitivity and respect**

We will aim to adapt our ways of working whenever possible to cater for people’s needs and routines. We will respect our residents’ privacy and involve them in decisions which affect day to day living within the home.

**We believe the employees of Vida Healthcare are its greatest asset**

Vida Healthcare supports its staff to meet their personal responsibilities in relation to the knowledge and accountability for their own practice. We are committed to providing ongoing staff supervision and appraisals, structured training programmes and individual training objectives to allow for professional growth and development.



Laundry and Houskeeping Assistant

Job Description

**Job Summary**

To assist in the smooth running of all housekeeping and laundry services, with a focus on maintaining the highest quality standards of cleanliness and hygiene within the home.

**Responsibilities**

* To ensure a clean, well-presented and well-maintained supply of clothing for all residents, and linen for the home, is available at all times.
* To keep a high standard of appearance to contribute to the quality of care and lifestyle afforded to each care user. This is particularly applicable to each care user’s privacy and dignity and in respect of each care user’s personal possessions.
* Using available equipment as instructed with due regard to health and safety of self and others.
* Cleaning of all areas of the home including public rooms and residents’ rooms to a high standard as agreed with the Operations Manager. This will include furniture, fittings, fabric, carpets and equipment.
* Expeditious cleaning of soiled carpets to minimise staining and permanent damage.
* To be aware of the health and safety statement and of the COSHH statement and to ensure careful storage of fluids and other toxic substances to ensure minimal risk to residents.
* To clean sanitary and other equipment, with particular attention to guidelines for the control of germs and infestation.
* To report the malfunction of any equipment or fittings that require maintenance or cannot be kept to standard through normal cleaning procedures.
* To deal with waste bags and their prescribed disposal.
* Handle all incoming items to the laundry, and sort for different treatments and washing in accordance with Vida Healthcare policies.
* Wash, dry and iron all linen, keep all cupboards tidy and well stocked with adequate clean supplies, report any shortages and recommend when replacement stocks are required.
* Wash, dry and iron all residents’ clothing in accordance with instruction labels. If required, return clothing to individual rooms and put it away tidily. If required, undertake repairs to items within competence where appropriate.
* Ensure the correct marking of the residents’ clothes.
* Organise delivery and return of items to and from the dry cleaners as required and maintain records of costs.
* Keep records of any damage to items whilst in the laundry. Report on the condition of residents’ clothing to enable replacements to be purchased as necessary.
* To perform other such reasonable duties as may be required.
* Ensure that all machines and equipment are in good working order, report defects and problems immediately and withdraw from service any faulty equipment.
* To keep the laundry room and store area in a clean and hygienic condition.

**Knowledge and Expertise**

* Experience of working as a housekeeper, cleaner, laundry or domestic role
* Excellent organisational skills and with a can-do attitude
* Awareness of COSHH and Health & Safety practices
* Experience in a care home, hotel or other related hospitability environment is preferable

**Data Protection**

The Company’s Data Protection Policy is available on the Vida Policies platform. All job roles within Vida Healthcare are required to adhere to the Company’s Data Protection Policy at all times when handling personal data in the course of executing their role responsibilities. Failure to comply with the Company’s Data Protection Policy may be dealt with under the Company’s disciplinary procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

**General requirements**

* Adhere at all times to Company Health and Safety Policies and maintain a clean, uncluttered, and safe environment for residents, members of the public, and staff.
* Adhere at all times to Company Policies relating to Conduct including Confidentiality Policy, Smoke-Free Policy, Standards of Attendance, Appearance, and Behaviour.
* Take responsibility for their own ongoing learning and development in order to maximise their potential.
* Represent Vida Healthcare to provide the highest possible standard of service to residents and members of the public, by treating all those one comes into contact with in the course of one’s work in a pleasant, courteous and respectful manner.
* Staff at Vida Healthcare will share the Company’s values and commitment to providing the highest quality, compassionate care.

The **Laundry & Housekeeping Assistant**, along with all other roles within the Company, carries the responsibility for safeguarding and promoting the welfare of our residents

what we offer

Excellent salary

Membership of a workplace pension scheme (where eligible)

Salary sacrifice scheme for pension (where eligible)

* Cycle to work
* Pension

Blue Light Card

* The discount service for the emergency services, NHS, social care sector and armed forces, providing members with thousands of amazing discounts online and on the high street

Healthcare Cash Plan

* A free, confidential health and wellbeing service for all of our employees and their immediate family members

Free on-site parking

Excellent working conditions and environment

Free access to Vida Academy

* Vida Academy is the way we support all our staff, from new starters right through to senior managers, to learn and develop in their role. Vida Academy promotes lifelong learning across the organisation and establishes our staff as dementia ambassadors



how to apply

All candidates must complete our [application form](https://vidahealthcare.co.uk/wp-content/uploads/2025/01/Application-for-Employment.docx), including a personal statement outlining how they meet the requirements for the role.

To provide false information is an offence and may result in your application being rejected, any offer of employment being withdrawn, or summary dismissal if already appointed.

Closing date for applications is **Sunday 16 February 2025**

Interviews will be held the following week

Selection for interview will be undertaken by a panel. Each panel member will assess which candidates most closely meet the necessary experience and skills criteria for the role. At least one member of the interview panel will hold a current Safer Recruitment Certificate.

