THE QUEEN ELIZABETH HOSPITAL

JOB DESCRIPTION

JOB TITLE: Maid
SALARY SCALE: CAT X
DEPARTMENT: Housekeeping Department
REPORTS TO: Housekeeper II
DIRECT REPORTS: Nil

JOB SUMMARY

Under general supervision performs a variety of general cleaning services to the QEH.

MAJOR DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as an illustration of the various types of work that may be performed:

1. Utilizes excellent customer skills at all times;
2. Complies with rules and procedures for cleaning services;
3. Cleans departments, wards, rooms, lounges, kitchens, sluice areas, bathrooms, patios, and other work areas to ensure the maintenance of health standards;
4. Empties workbaskets and transports other trash to waste disposal area;
5. Cleans floors using approved cleaning equipment/utensils;
6. Dusts and sanitizes surfaces as required;
7. Cleans fixtures and sanitary ware in bathrooms;
8. Moves furniture and objects as required while executing tasks;
9. Performs terminal cleaning procedures of patients' room;
10. Cleans and disinfects bathroom walls, floors and fixtures;

11. Keeps storage areas and/or cleaning caddies well stocked, clean and tidy;
12. Prepares rooms for meetings and arranges furniture for business or social functions;
13. Cleans kitchen/lunchrooms, equipment and utensils as required;
14. Sanitizes areas after body fluids have been removed;
15. Observes health and safety protocols in the execution of duties;
16. Using customer service skills establishes and maintains effective working relationships with other employees, officials and members of the general public.
17. Attends mandatory training;
18. Performs any other related duty as assigned.

KNOWLEDGE, SKILLS & ABILITIES

1. Knowledge of the principles and processes of providing customer and personnel service.
2. Have a working knowledge of infection control principles.
3. Knowledge of health and safety protocols.
4. Ability to follow simple spoken and written communication.

REQUIRED TRAITS

- Accountability
- Collaboration
- Co-operation
- Dedication
- Dependability
- Flexibility and Adaptability
- Initiative
- Meticulousness
- Respect

EDUCATION AND EXPERIENCE

The Caribbean Certificate of Secondary Level Competence.