

**BETHESDA HEALTH GROUP, INC**  
**LONG TERM CARE DIVISION**  
**JOB DESCRIPTION/PERFORMANCE APPRAISAL**

**JOB TITLE:** Housekeeper I Employee Name: \_\_\_\_\_  
**DEPARTMENT:** Housekeeping Hire Date: \_\_\_\_\_  
**SUPERVISED BY:** Operations Manager or Manager Review Date: \_\_\_\_\_  
Environmental Services

**JOB CLASSIFICATION:** Non-Exempt

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All the duties and standards of this position will be performed according to established policies, procedures and guidelines within the department and the organization.

These examples of work are not all encompassing or restrictive, and are expected to vary with changing needs and priorities. The duties for a specific position with this title will be defined and assigned by the immediate department director/manager.

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**Job Summary:**

The Housekeeper I, under the direction of the Environmental Services Operations Manager, is responsible for maintaining prescribed standards of cleanliness for assigned areas using germicidal solutions and following prescribed procedures and work schedules.

**JOB QUALIFICATIONS:**

- A) **EDUCATION AND TRAINING:**  
High school graduate or equivalent preferred.
- B) **LICENSING/REGISTRATION/CERTIFICATION:**  
None required.
- C) **EXPERIENCE:**  
Institutional housekeeping experience preferred.
- D) **SKILLS AND ABILITIES:**  
Ability to read, write and follow verbal and written instructions.  
After brief training, ability to demonstrate correct use of work-related chemicals, supplies, tools and equipment.

An individual without requisites stated above may present a written justification explaining the relevance of his/her background for a specific vacant position. Depending on organizational needs and availability of more qualified applicants, an applicant may have some or all requisites revised or waived at Bethesda Health Group's discretion.

**PHYSICAL AND MENTAL EFFORT:**

- Lift and transport objects weighing 10-65 lbs.
- Ability to stoop, bend, walk and stand for extended periods of time.
- Ability to work in all weather conditions.
- Work from a ladder.
- Manual dexterity, coordination and skillful use of hands for working with required equipment.

**ENVIRONMENTAL AND WORKING CONDITIONS:**

Long-term care setting. May be exposed to sharps, blood, body fluids, and chemicals.

**BLOOD BORNE PATHOGENS CATEGORY:** Exposure Risk: High- Hepatitis B vaccination required

**HEPATITIS A VACCINATION:** Required if food handling

**MACHINES/EQUIPMENT/TOOLS:**

- PRIMARY:**
- Vacuum cleaner
  - Battery powered vacuum
  - Environmental Service cart
  - Mops
  - Resident bed
  - Buckets/wringers
  - Squeegee
  - Ladder
  - Trash carts
  - Flat bed carts
  - Two-wheel dolly, etc.

**HIPAA Requirement: PHI Access**

Access to PHI will be limited to only those areas that assist this position in providing a safe and secure environment for the resident. Examples might include the Alzheimer resident, a resident prone to elopement or similar situations.

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The purpose of the performance review is for the supervisor and the employee to thoroughly review the employee's past performance and develop goals and objectives for the coming year.

The following performance levels should be used to rate the employee's level of performance with regard to each duty:

A rating of 1 – DOES NOT MEET STANDARDS: The standard is not always met. The level of performance is generally below what is expected, showing need for improvement. A plan of action for improvement must be written.

A rating of 3 – MEETS STANDARDS: The standard is met. The level of performance meets the standard requirements of the position. Assignments are performed in an acceptable manner.

A rating of 5 – EXCEEDS STANDARDS: The standard is met. The level of performance consistently exceeds the standard requirements of the position. Assignments are performed in an exemplary manner.

A rating of 2 or 4 can also be given if in between category performance is assessed.

The Reviewer rates the employee's performance in the rating section. The Reviewer then makes appropriate comments related to the specific job responsibility. Upon completion of the evaluation session, both the employee and supervisor sign the performance review. The employee may have a copy of the completed review. The completed performance review is forwarded to Human Resources. All sections must be completed with appropriate dates and signatures.

**PERFORMANCE RESPONSIBILITIES:**

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned.

**RESPONSIBILITIES AND STANDARDS:**

All are essential job functions according to ADA guidelines. These are measured by supervisory observation, staff and resident/family feedback, review of documentation, and in-service attendance.

**PART I PERFORMANCE LEVEL SCORING – JOB DESCRIPTION**

1. Performs routine cleaning of assigned resident rooms, baths, offices, rest rooms, locker rooms or other common areas using standard cleaning supplies and disinfectants to the high standards of cleanliness and disinfecting as directed.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

2. Dusts and wet mops floors and vacuums carpets; dusts and cleans furniture, fixtures, horizontal surfaces, vents, etc. Sanitizes and/or polishes mirrors, glass partitions, doors and similar interior glass surfaces; scours or polishes drinking fountains, bathtubs, showers, sinks or other porcelain surfaces; empties, sanitizes and re-lines wastebaskets. Replenishes bathroom and restroom supplies of paper towels, toilet tissue and soap; reports maintenance needs and safety hazards to Housekeeping Supervision per established department procedures.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

3. Upon resident discharge and assignment of the room from your supervisor, washes/sanitizes everything that came into contact with the resident. Reports any resident's belongings left behind to nursing for prompt removal. Washes and cleans discharged resident's unit, including bed, chest, end table and over the bed table. Make up bed with clean linen. Reporting completed room to Housekeeping Supervision, following established department and facility procedures.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

4. Washes windows inside; spot clean walls; cleans up after construction, sewer backups and water leaks; cleans trash carts according to department procedures; hangs divider curtains; reports maintenance needs and safety hazards to Environmental Services Supervisor 100% of the time per established procedures.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

5. While wearing appropriate Personal Protective Equipment (PPE), empties and transports non-infectious and potentially infectious medical waste according to department policy and procedure 100% of the time.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

6. Prepares initial setup of tables and chairs as requested for meetings, banquets and classes in the meeting areas and tears down same when meeting has ended. Moves, removes and/or relocates furniture, furnishings, equipment, etc., as directed and using proper body mechanics 100% of the time.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

7. Cares for hard surface floors: Sets up "Caution-Wet Floor" signs, dust mops, damp mops, according to established policies.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

8. Cares for carpet/upholstery: Spot cleans soil on carpets, entry mats and runners. Spot cleans soil from upholstered furniture; making manual adjustments to attain optimal results per established department procedures.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

9. Performs assigned project work including but not limited to general cleaning of chairs, wastebaskets, kick plates, convectors, bathroom walls, doors and door frames, lower windows and tracks, casters on movable furniture and furniture as requested. Changes shower curtains on a monthly basis or as needed.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

10. Maintains department equipment in a clean, safe condition. Cleans and performs nominal maintenance on upright vacuum (i.e., change bag, check for blockage), work carts and equipment; removes unsafe equipment from service. Meet safety and cleanliness guidelines 100% of the time.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

11. Obliges when requested by supervisor to work in any area in the facility at any given time or work over eight hours if necessary.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

12. Performs other duties as assigned.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**EMPLOYEE ACKNOWLEDGMENT:**

I have reviewed and I understand the job duties and expectations outlined in this job description. I agree to perform the work in a manner acceptable to my immediate supervisor and within guidelines defined in the policies and procedures of Bethesda Health Group and Bethesda Long Term Care. I also understand that continued employment will depend on my demonstrated ability to perform the work as expected.

Employee: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date \_\_\_\_\_

**JOB DESCRIPTION APPROVAL:**

Department Manager: \_\_\_\_\_ Date \_\_\_\_\_

Administrator: \_\_\_\_\_ Date \_\_\_\_\_

Job Description Review/Revision Date: 3/03, 7/05, 6/06, 12/07, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,

**BEHAVIOR EXPECTATIONS FOR ALL HOURLY EMPLOYEES**

**Customer Service** –Uses tact, courtesy and good judgment in dealing with others. Treats all with consideration, respect and dignity. Respects resident and staff confidentiality. Demonstrates ability to consider diverse needs of others regardless of culture, religion, disability, etc.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Collaboration/Communication** – Demonstrates willingness to work with others (physicians, staff, residents, families, visitors) in accomplishing day-to-day work activities. Listens to ideas of others and effectively communicates own thoughts. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Excellence** – Demonstrates passion for excellence in day-to-day work activities. Is proactive in working toward quality standards established in the organization and department. Contributes to the achievement of team and department goals. Participates in the Continuous Quality Improvement process as requested.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Ethics** - Maintains ethical standards required by Bethesda’s Code of Conduct. Demonstrates accountability and takes initiative.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Orientation** - Assists with new employee orientation as requested. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation (such as being a mentor, preceptor, etc. to assist with acclimation to the facility.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Dress Code** – Wears ID badge. Wears clean well-maintained attire as required by job. Always appears well groomed, with make-up, jewelry, nails and hairstyle maintained in moderate style per dress code in the Employee Handbook. Always maintains an appearance that promotes a business image suited to the needs and requirements of department & position.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Attendance/Timekeeping** – Maintains proper attendance (three occurrences of absenteeism in a 90 day period is excessive & two occurrences of absence in conjunction with scheduled time-off is excessive). Demonstrates flexibility in scheduling and adheres to policies regarding rest and meal periods. Clocks in/out with badge on scheduled days and reports for work at designated start time. (Two occurrences of tardiness in excess of one (1) minute in a pay period is excessive.)

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Safety** – Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes Incident Reports according to policy for any work-related illness or injury and seeks necessary first aid and treatment. Uses required precautions to prevent injuries such as needle sticks, falls, and back injuries. Wears required safety attire specific to the job. Follows all established infection control practices. Follows established safety precautions in the use of supplies and equipment. Completes incident reports according to policy for any work related illness or injury and seek first aid and treatment as necessary. Assists in maintaining a safe, clean and comfortable environment for the resident, including reporting any hazardous conditions or equipment. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Resident Rights:** Demonstrates awareness of residents' rights. Maintains confidentiality of all resident information. Treats all residents fairly and with kindness, dignity and respect. Respects resident's privacy including providing care in privacy and knocking before entering a resident's room. Is aware of, and practices in a manner to prevent resident abuse. Knows reporting procedure to report suspected abuse or neglect. Knows the definition of resident abuse and practices the methods to help prevent abuse. Makes appropriate persons aware of any resident complaint or grievance.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Education/Competencies/Employee Health** – Has attended the mandatory continuing education courses & competencies as designated by the employees' position and outlined on the Employee Education Record (See Attached Pink Sheet). Reminder: all nursing staff are required to complete a minimum of 12 continuing education hours per evaluation year. Employee has received annual PPD testing, physical assessment and Hepatitis A & B series as required by position. Employee takes responsibility for professional growth.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**SPECIFIC TO POSITIONS WITH PATIENT CONTACT**

**Appropriateness of Care** – Has the knowledge of growth and development and takes age and other diverse needs of patients served into consideration. Possesses the ability to understand and respond effectively to residents' needs.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

REQUIREMENTS FOR ANNUAL INCREASE  
Annual PPD & Mandatory Continuing Education Courses Completed

Annual PPD Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

Inservices Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

**IF AN EMPLOYEE HAS NOT COMPLETED THEIR MANDATORY CONTINUING EDUCATION COURSES AND THEIR ANNUAL PPD, THEIR ANNUAL RAISE WILL BE DELAYED UNTIL THESE ARE COMPLETED.**

SCORING SUMMARY

Add the Total of ratings given for each section in the Performance Appraisal.

Performance Level: Total Points Earned/Total number of job duties = Average Score:

Job Description \_\_\_\_\_ / Number of job duties \_\_\_\_\_ = \_\_\_\_\_

Total Points Earned/Total number of Behavioral Expectations = Average Score:

Behavioral Expectations \_\_\_\_\_ / Number of Behavioral Expectations = \_\_\_\_\_

**Reminder: Comments must be added for each area in which the standard has been exceeded or has not been met.**

**Overall Score – Job Description average score + Behavioral Expectations average score/2**

\_\_\_\_\_ + \_\_\_\_\_ /2 = \_\_\_\_\_

Pay Grade: \_\_\_\_\_ Quartile: \_\_\_\_\_

Manager to complete:

Current Pay Rate: \$ \_\_\_\_\_ % Increase \_\_\_\_\_ New Pay Rate: \$ \_\_\_\_\_

Salary Increase Approval \_\_\_\_\_  
(Administrative signature)

Summarize areas for improvement (Any rating of "DOES NOT MEET STANDARD" MUST INCLUDE A PLAN OF ACTION FOR IMPROVEMENT.) Note any disciplinary action given during the last review period.

Summarize goals established and accomplished at or since last review. Note any accomplishments that would indicate performance-exceeding standards.

Identify employee developmental goals for upcoming review period.

GOALS	ACTION PLAN
1.	
2.	
3.	
4.	

Employee's Signature\*\* \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Name (Please print) \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*If the employee wishes to make written comments regarding the performance review, the comments may be submitted to the supervisor and will be attached to this form, becoming a permanent part of the evaluation.