

Employee Name _____
Lead Housekeeper
Housekeeping

Gonzales Healthcare Systems
Job Description/Competency Based Performance Appraisal

Job Title: Lead Housekeeper	Department: Housekeeping
Employee Reports To: Housekeeping Supervisor	Employee Supervises:
Exempt/Non-exempt Status: Non-Exempt	Employment Status: Full Time
CEO/Administrator Approval:	Date:
Date of Hire:	Review Date:

Position Summary	
Performs duties involved in cleaning and sanitizing furnishings and areas assigned. OSHA Bloodborne Pathogens I.	
Assists Manager as Needed	

Position Qualification	
Education & Licensure	High School graduate or equivalency preferred. Ability to communicate effectively in English. No Licensure Required.
Experience	One to three months related experience or training preferred. No Technical Training required.
Physical Requirements	Intermittent sitting, prolonged periods of standing and walking. Frequent bending, stooping, and reaching. Average lifting of 25# from the floor to waist, 40# from 30" high surface to surface, 15# overhead. Carrying 20# 80 feet and pushing and pulling with 40# force while moving equipment or furniture.

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Criteria for Performance Appraisal	
5	Exceptional Performance – requires comment
4	Above Average Behavior
3	Expected Behavior
2	Needs Improvement
1	Unsatisfactory Performance – requires comment

Record a comment with ratings 1 and 5.

Section 1: Core Behaviors	1	2	3	4	5	Comments
A Organizational Commitment						
1 Demonstrates a professional demeanor						
2 Is committed to GHS's Mission, Vision, Values						
3 Complies with Gonzales Healthcare Systems and departmental Policies						
4 Demonstrates commitment to enhancing how GHS is viewed by others						
5 Adheres to Attendance & Punctuality Policy						
B Customer Orientation						
1 Advocate of the diverse needs & cultural values of ALL						
2 Provides attentive service to ALL						
3 Demonstrates respect, sensitivity & care in ALL						
4 Protects confidentiality and privacy of ALL						
5 Adheres to current GHS's Customer Service Standards						
C Performance Focus & Self Management						
1 Organizes & prioritizes work duties						
2 Works toward the continuing growth/development of staff						
3 Sets & tries to surpass personal & work goals						
4 Is aware of one's impact on others						
5 Is flexible & adapts positively to new, different or changing situations						
6 Asks questions, is informed & acts according to GHS's standards						
7 Incorporates the PI plan principles into daily activities						
8 Adheres to laws and regulations applicable to job function						
D Team Orientation						
1 Acts to work cooperatively with & helps other team members						
2 Participates in projects & is a good team player						
3 Recognizes and acknowledges others for a job well done						
4 Considers coworkers views & recommendations						
5 Extends team work behaviors to ALL						
E. Interpersonal Communications						
1 Effectively communicates with others in an effort to create mutual understanding						
2 Works to find resolutions to problems						
3 Encourages two way communications						
4 Maintains focus on issues rather than personalities						
Total Points: _____ Number of Responsibilities: _____ Average Points: _____ Divide Total Points by Total Number of Responsibilities to obtain Average Points for Core Behaviors						

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Section 3: Department Specific		1	2	3	4	5	Comments
A	Essential Duties & Responsibilities						
1	Performs all assigned tasks in a professional manner in order to reflect the highest integrity of the Housekeeping department.						
2	Performs routine cleaning of patient's rooms, nursing units, offices, clinical areas, waiting areas, lobbies, lounges, restrooms, corridors, and doorways in a clean, neat and sanitary manner.						
3	Completes work assignments in a timely manner.						
4	Utilizes the appropriate chemicals and supplies according to procedure.						
5	Uses and maintains equipment properly.						
6	Reports safety hazards as appropriate.						
7	Transports trash, hazardous waste and soiled linens to appropriate disposal areas.						
8	Replenishes supplies.						
9	Works shifts as assigned.						
10	Works on his/her own with normal supervision.						
11	Performs other duties as assigned by supervisor.						
12	Reports to work on time and as scheduled, completes work within designated time.						
13	Maintains regulatory requirements.						
14	Responsible for coordinating the House Keeping Department when the House Keeping Supervisors is not available.						
15	Assists Manager As Needed						
B	Infection Control Duties and Responsibilities						
1	Follows all infection control practices including hand washing techniques, standard precautions and isolation precautions.						
2	Maintains set quality standards when performing job duties.						
3	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.						
C	Safety Duties and Responsibilities						
1	Observes safety precautions at all times.						
2	Follows Safety guidelines and policies for Gonzales Healthcare Systems.						
Total Points: _____ Number of Responsibilities: _____ Average Points: _____ Divide Total Points by Total Number of Responsibilities to obtain Average Points for Core Behaviors							

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Section 4: Additional Responsibilities – Refer to Section I – Core Behaviors

A. Attendance/Punctuality:

☐ Yes ☐ No Does this employee meet GHS's Time, Attendance, Time Off Requests and Failure to Badge Policy 86-124

Days Missed: _____ Comments: _____

Occurrences: _____

Tardiness: _____

B. Disciplinary Actions (Exclude Attendance)

Date of Action	Comments/Reasons

C. Mandatory Training/Safe Work Practices

☐ Yes ☐ No Did this employee meet the mandatory training requirements during the previous 12 months?

☐ Yes ☐ No The employee demonstrates knowledge and understanding of infection control and safe work practices and the importance of preventive measures. Attends work area specific safety in-services.

☐ Yes ☐ No Did the employee review the Age Specific Competencies.

Section 5:

A. Discuss with your employee the future plans for Gonzales Healthcare Systems as well as your specific department and this individual employee.

Employees Ideas	Manager's/Supervisors Ideas

B. Discuss with your employee expectations.

Employees Ideas	Manager's/Supervisors Ideas

C. Discuss with your employee Style.

Employees Ideas	Manager's/Supervisors Ideas

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D. Discuss with your employee resources.

Employees Ideas	Manager's/Supervisors Ideas

E. Discuss with your employee development.

Employees Ideas	Manager's/Supervisors Ideas

Section 6: Annual Statements

HIPAA

As a GHS representative, I agree to respect and abide by all federal, state and local laws pertaining to the confidentiality of identifiable medical, personal and financial information. I may see or hear confidential business or private information concerning patients/individuals. Since this information is confidential, I hereby agree and understand that this information is not to be discussed or disclosed to others except as required for the treatment, payment and health care operations as set forth in the release of information policy.

Employee Signed: _____ Date: _____

Compliance/Code of Conduct

I hereby agree and understand that I am not to engage in any transaction or arrangement that might benefit the private interest of an officer, member of the board, employee or myself. I have received a copy of the Gonzales Healthcare Systems Code of Conduct and agree to act accordingly. I have review the Legal Compliance Plan and Policy and have received education regarding my personal responsibilities and understand I have an individual obligation to report any action I feel is questionable.

Employee Signed: _____ Date: _____

Section 7:

Area	Average Points	Divide Total Points by the Number of Areas evaluated to Obtain total Score.
Core Behaviors		
Leadership Behaviors		
Job Essential Functions		
Total Points:		Total Score:

Total Score	Score Range	Overall Rating
	1	☐ Unsatisfactory Performance – requires comment
	2	☐ Needs improvement
	3	☐ Expected Behavior
	4	☐ Above Average
	5	☐ Exceptional Performance – requires comment

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Section 8: Supervisor's Comments (Optional)

Areas in which employee excel:

Areas in which improvement or future development is required.

Summary of overall performance.

Section 9: Employee's Comments

To what extent do you agree or disagree with this performance appraisal?

- ☐ I agree completely
☐ I agree
☐ I have some disagreement
☐ I totally disagree (Please provide comments below)

Additional Employee's Comments: (optional unless employee indicates disagreement with this performance appraisal)

Section 10: Administrative Review

Evaluator's Signature: _____ Title: _____ Date: _____

Reviewer's Signature: _____ Title: _____ Date: _____

Employee's Signature: _____ Title: _____ Date: _____

(Employee's signature indicates that the employee has seen this completed appraisal form but does not necessarily imply agreement with the appraisal.)