

Job Description

Job Title: DOMESTIC

Job Code: SH03

Job Holder:

Department: SUPPORTED

Position in the organisation:

Responsible to: Housing Services Manager

Direct reports: None

Works in conjunction with: All Supported Housing team, Tenant Support Group (if applicable), Property Department, Finance Department

Key objectives	<ul style="list-style-type: none"> • To ensure that every tenant enjoys a clean and well maintained communal environment that is presented to a high standard • To ensure that where appropriate tenants wishes and preferences are respected in regard to the cleanliness of communal areas • To ensure that all aspects of relevant legislation relating to supported housing is met, including health and safety • Report any repairs to the Housekeeper or in their absence the Housing Services Manager • To respect tenants privacy, furniture and possessions
Expected Outcomes	<ul style="list-style-type: none"> • All COSHH assessments are followed to ensure chemical safety • All areas of the house are clean and tidy and meet all health and safety and infection control requirements
Main Tasks	<ol style="list-style-type: none"> 1. To work with the cleaning schedules as determined by the Housekeeper 2. To attend supervision and appraisal meetings with the Housekeeper and/or Housing Services Manager in line with policies and procedures 3. Ensure that all communal areas including toilets and assisted bathrooms of the house are clean and tidy, including daily cleaning of the dining area 4. Report all repairs to the Housekeeper and, in their absence, the Housing Services Manager 5. Understand and observe fire safety regulations and procedures and attend at least one fire drill per annum 6. Ensure that all incidents/accidents are reported to the Housekeeper, where applicable in line with policies and procedures 7. Ensure waste is disposed of in the appropriate bins 8. Ensure that all cleaning products are used in compliance with COSHH requirements 9. Ensure that all cleaning related equipment is used safely, stored safely and that any defects are reported to the Housekeeper 10. To work within the agreed budget for the cleaning requirements of the house 11. Ensure that all leave requests are agreed with housekeeper and sent to the Housing Services Manager 12. Ensure an efficient handover process is in place and adopted by all house staff

	<p>13. To attend/undertake training relevant to the role</p> <p>14. To wear appropriate protective clothing as required by COSHH assessments</p>
<p>General Requirements</p>	<ol style="list-style-type: none"> 1. To act in accordance with the organisations values, policies and procedures at all times 2. To attend meetings and training and development as required by the organisation 3. To maintain confidentiality at all times and act in accordance with the Data Protection Act 4. To be aware of and comply with safe working practices as laid down by legislation 5. To take contribute and attend individual performance reviews and appraisal as and when required 6. To be aware of, act within and actively seek to promote the organisations policies in respect of equality and diversity 7. To undertake travel to other sister premises and Head Office as and when applicable <p>The post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.</p>

PERSON SPECIFICATION

Job Title: Housekeeper

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate experience to undertake the post • Demonstrate evidence of working with older people • Demonstrate working knowledge of practical skills as applicable to the home • Apply risk assessment practice
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> • Maintain the well-being of the tenants at all times
Decision making	<ul style="list-style-type: none"> • Demonstrate effective judgement as relevant to the domestic role
Health & Safety	<ul style="list-style-type: none"> • Current knowledge of H&S legislation etc. • Application of H&S practices • H&S risk assessment
Interpersonal Skills:	
Teamwork	<ul style="list-style-type: none"> • Works well in a team
Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values/cultures amongst tenants and staff • Recognise diverse and unique needs of each tenant
Effective communication	<ul style="list-style-type: none"> • Communication skills with different groups, e.g. staff, tenants, local community • Effective/efficient handovers
Self development	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Take on further responsibilities • Undertake relevant training
Planning & Control:	
Organisational skills	<ul style="list-style-type: none"> • Prioritise • Meet deadlines • General time management
Operational requirements (NOT ESSENTIAL)	<ul style="list-style-type: none"> • Valid full driving licence • Valid vehicle business insurance
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others • Consider how actions could support others • Be prepared to give encouragement when needed • Offer help to colleagues

Communication skills	<ul style="list-style-type: none"> • Explain things simply • Keep to the point • Style that is warm and friendly • Express ideas confidently
Interpersonal sensitivity	<ul style="list-style-type: none"> • Tailor style and service to meet individual's needs • Build rapport with customers and staff • Exhibit a pleasant, professional manner
Team working	<ul style="list-style-type: none"> • Happy when working in a team environment • Promote harmony within the team • Loyal to the team as a unit

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> • Induction • Emergency First Aid • Moving & Handling • Adult Protection • Fire Awareness • Basic Health & Safety (including COSHH regulations) • Equality & Diversity • Infection Control