

Job Description

Job Title: SENIOR HOUSEHOLD DOMESTIC Job Code: DS01

Job Holder: Department: DOMESTIC SERVICES

Position in the organisation:

Responsible to: Matron/Home Manager, Assistant Home Manager

Direct reports: Household Domestic, Domestic Assistants

Works in conjunction with: All residential home staff

Summary of main responsibilities:

To ensure that all areas of the home are clean, tidy and presentable at all times within a team that respects the dignity of individual residents

Main Duties and Responsibilities:

1. Work with the domestic staff to maintain the cleanliness of the home.
2. Allocate each member of domestic staff an area of the home they are responsible to clean, thus ensuring all areas of the home are cleaned on a regular basis, paying particular attention to bathrooms and toilets.
3. Set up and progress a plan to spring clean each part of the home on a 3-monthly basis to include shampooing of carpets, washing down paintwork, such as skirting boards and around the light switches and door handles.
4. Clean thoroughly any empty room as above, removing the curtains for laundering and replacing with clean.
5. Set up and maintain a domestic communication book to record any relevant problems.
6. Discuss with the domestic team any particular problems as and when they arise.
7. Monitor all cleaning equipment to make sure it is in good working order and report any repairs to be carried out.
8. Keep the store cupboard clean and tidy, and set up an inventory of all stock to comply with regulations (COSHH).
9. Issue supplies to the staff on a regular basis i.e. 2 or 3 times a week.
10. Support the domestic staff to achieve NVQ2.
11. Monitor rotas covering annual leave and sickness when required, thus ensuring sufficient domestic cover to maintain the home's standards.
12. Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Organisation.
13. Work to promote equality and diversity, and eliminate discrimination for all the Organisation's service users, staff and volunteers.
14. Take part in staff and residents' meetings and in training activities as directed.
15. Take part in individual performance reviews as required.

No job description can cover every issue that arises within the post, and 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.

PERSON SPECIFICATION

Job Title: Senior Household Domestic

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate qualification to undertake the post • Know the correct techniques for carrying out these duties • Demonstrates patience with, and compassion for, older people • Willing to undergo training • Awareness of cultural needs of individuals
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> • Meet the quality standards as defined by outside agencies
Decision making	<ul style="list-style-type: none"> • Report any significant findings or exceptions to Senior
Health & Safety	<ul style="list-style-type: none"> • Physically capable of moving and handling • Knowledge and understanding of COSHH regulations • Application of H&S practices with particular regard to cleaning equipment
Interpersonal Skills:	
Management of staff	<ul style="list-style-type: none"> • Ensure efficiency within the household environment
Teamwork	<ul style="list-style-type: none"> • Play an active role in creating a team working environment • Prioritise • General time management
Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values/cultures amongst residents and staff
Effective communication	<ul style="list-style-type: none"> • Communication skills with different groups, e.g. staff, residents, local community
Leadership	<ul style="list-style-type: none"> • Evidence of leadership styles; directive and supportive coaching, training, delegation
Recruitment & selection	<ul style="list-style-type: none"> • Understand the process • Knowledge of equality & diversity and employment legislation
Self development	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Undertake relevant training
Planning & Control:	
Organisational skills	<ul style="list-style-type: none"> • Prioritise • Meet deadlines • Crisis management • General time management • Organisation of activities
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others • Consider how actions could affect others • Be prepared to give encouragement and help when needed • Offer help to other groups

Communication skills	<ul style="list-style-type: none"> • Explain things simply • Keep to the point • Style that is warm and friendly • Listens carefully and attentively
Interpersonal sensitivity	<ul style="list-style-type: none"> • Appearance to create confidence in residents and visitors • Respect the dignity and privacy of all contacts • Exhibit a pleasant, professional manner
Judgement	<ul style="list-style-type: none"> • Ask questions to gather necessary information • Weigh the advantages and disadvantages of a course of action before reaching a decision • In the absence of all relevant information, defer making a decision until all the necessary extra data is gathered
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 • NVQ2 • Emergency First Aid • Moving & Handling • COSHH Regulations • Basic Health & Safety • Fire Awareness • Adult Protection • Equality & Diversity • Infection Control • Knowledge of home's specialty, e.g. Dementia Care, Parkinson's Disease • Challenging Behaviour