



Job Title	<i>Domestic Assistant</i>
Responsible to	<i>Registered Manager</i>
Key Internal Contacts	<i>Other staff within the Home / Centre</i> <i>Service Users within the Home / Centre</i> <i>Staff in other Homes / Centres in the Region</i> <i>Central Office Staff</i>
Key External Contacts	<i>Visitors to site</i> <i>Suppliers and Contractors</i> <i>External Inspectors</i> <i>Neighbours, Local Retailers</i>

JOB PURPOSE

- To provide the Home / Centre with a high level of cleanliness and hygiene throughout the whole building

KEY TASK AREAS & RESPONSIBILITIES

- To promote the good reputation of the Home / Centre by cleaning all areas to the highest standards of cleanliness and hygiene
- To ensure all equipment and chemicals are used and handled correctly at all times, in accordance with manufacturer's instructions, COSHH regulations and health and Safety legislation. Use all supplies correctly and to minimising waste
- To carry out all daily and weekly routines together with any special cleaning duties as directed and necessary
- To support other members of the domestic team to look complete work that requires extra members of staff to complete the task
- To assist in the operation of the laundry where necessary
- To report all compliments, comments and complaints
- To report any defects, damage, theft, breakages or hazards
- To carry out all duties in a safe manner having regard for the health, safety and welfare of self, staff, Service Users and other persons on site



GENERAL

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required
- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed.
- Exercises vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Operates at all times in accordance with company policies and procedures, with particular reference to Safeguarding, Child and Young Adult Protection, Whistleblowing, Complaints and Representations and Behaviour Policies.
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body.
- Work to promote the service as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image.
- Ensure that all actions are in the interests of the Adults we support and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices.
- To carry out any other reasonable and relevant duties as required by the organisation. Managing own

PERFORMANCE AND DEVELOPMENT

- Contributing to the overall ethos/work/aims of the company
- Appreciating and supporting the role of other professionals



- Attending relevant meetings as required
- Participating in training and performance management as required
- Achieve challenging professional goals
- Take responsibility for your own professional development

HEALTH AND WELL-BEING

- Be aware of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of young adults
- Know how to identify potential abuse or neglect and follow safeguarding procedures
- Know how to identify and support the adults we support whose progress, development or well-being is affected by changes or difficulties in their personal circumstances, and when to refer them to colleagues for specialist support.

TEAM WORKING AND COLLABORATION

- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them

The above serves as a guide and is not exhaustive; all staff are expected to undertake other duties and projects as may be reasonably required by the Registered Manager / Operations Manager or Regional Director.



PERSON SPECIFICATION

Experience	Essential	Desirable
Relevant experience of domestic duties	✓	
Experience of effective cleaning practices	✓	
Experience of Health and Safety guidelines		✓
Skills	Essential	Desirable
Good working knowledge of domestic practices	✓	
Good knowledge of domestic duties including the use and storage of relevant ? products	✓	
Ability to work independently and as part of a team	✓	
Effective communication skills, verbal and written	✓	
Basic IT skills		✓
Good organisational and time management skills	✓	
Qualifications & Training	Essential	Desirable
Willingness to work towards other relevant qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
Other	Essential	Desirable
Commitment to the values of the organisation	✓	
Driving licence		✓