**JOB DESCRIPTION/ROLE PROFILE**

Job Title: Domestic Assistant

Reporting To: Housing Officer, with day to day supervision by Scheme Co-ordinator

Located At: Cramsie Court

Hours of Work: 12hrs per week

**MAIN PURPOSE OF THE JOB:**

**At Clanmil, our tenants are at the heart of what we do. The Domestic Assistant will maintain the highest levels of cleanliness at our schemes.**

**GENERAL RESPONSIBILITES:**

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| **A** | **FOLLOW WEEKLY CLEANING ROTA** |
| 1 | Take responsibility and pride in the cleaning of the scheme including dusting and polishing fixtures and fittings, cleaning of all communal areas of the scheme i.e. corridors, stairways, landing areas, common room, laundry room, hobbies room, guestroom, lift, office, bin stores, skirting boards, handrails, doors and internal glass and windows and any other areas as requested by the Scheme Co-ordinator. |
| 2 | Waste bins to be emptied regularly and all bins should be put out ready for collection on a weekly basis. |
| 3 | Ensure all equipment is maintained and in clean, working order and reporting  any faults to the Scheme Co-ordinator. |
| 4 | Highlight any maintenance requirements to the Scheme Co-ordinator,  Housing Officer/Tenancy Support Co-ordinator/Housing Support Worker. |
| 5 | Let the Scheme Co-ordinator know when cleaning materials need replaced or replenished. |
| **B** | **WEEKLY LUNCH CLUB** |
| 1 | When the Scheme Co-ordinator is off, carry out weekly fire alarm test  and record details in logbook. |
| **C** | **TEAM WORK** |
| 1 | Welcome and support our new tenants as part of the sign up process, ensuring that rent is collected and lodged in accordance with procedure. |
| 2 | Report any problems with the fire alarm system directly to Repairs Desk staff  (only when trained and if specific to the scheme) |
| 3 | Cover duties of other Domestic Assistants in the scheme in their absence or  neighbouring schemes in the absence of Domestic Assistants based at that  scheme. |
| 4 | Make your voice heard and contribute to staff meetings as required. |
| 5 | Act neighbourly and in a friendly fashion to the tenants at the scheme and  their visitors. |
| **D** | **PERSONAL DEVELOPMENT** |
| 1 | Attend all training courses offered to help you fulfil your role to the best of  your ability. |
| **E** | **FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES** |
| 1 | Familiarise yourself with the companies policies and procedures which you  will be provided with at the start of your employment and during your  induction period and induction training. |
| 2 | Understand the role of the Association and its mission, and display its core values in your actions and behaviours. |
| 3 | Generate creative and innovative ideas to challenge and contribute to the Association’s way of working. |
| 4 | Adhere to the Association’s Fair Employment and Equal Opportunities Policy  and commit to the principles and aims of the Equality Scheme S75  duties with regard to religious faith, political opinion, racial groups, men and  women generally, marital status, age, persons with a disability, persons with  dependants and sexual orientation. |

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

*The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Housing Officer, Supported Living Manager or Group Director of Housing.*

**Signed by Postholder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed by Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Core Values** | |
| These are our guiding principles and describe the behaviours that lead to achieving great performance in the organisation. | |
| We will show **Commitment** by: | |
| Putting our hearts and minds into what we do.  Being proactive and forward thinking to provide the very best possible outcome for our internal and external customers.  Looking for new ways to do things that will improve services to our tenants. | |
| We will show **Excellence** by: | |
| Putting our tenants at the heart of everything we do.  Being attentive to customers needs by being polite, courteous and upbeat.  Going the extra mile. | |
| We will show **Respect** by: | |
| Acting with authenticity.  Fixing our mistakes  Promoting a ‘can do’ attitude. | |
| We will always be aware of our **Community** by: | |
| Demonstrating a sense of responsibility for contributing to vibrant and resilient communities.  Understanding our role in making a difference to people’s lives. | |
| We will display **Simplicity** by: | |
| Listening to our customers and responding to their needs.  Taking responsibility and ownership.  Delivering what we promise. | |
| We will never stop **Learning** because Change is constant. |
| * We will openly share our expertise and knowledge with others. * We take responsibility for own learning and will seek opportunities to continuously develop. * We are flexible and can adapt to change and new ways of working to enable the organisation to meet its objectives. |
| We embrace **Diversity**, everyone has a role to challenge and contribute. |
| * We recognise and understand the strengths and opportunities of a diverse workforce within Clanmil Housing. * We ensure that everyone has fair and equal access to our services. * We respond to the diverse needs and aspirations of our customers. |

**JOB PROFILE**

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| **CRITERIA** | **ESSENTIAL / DESIRABLE (E / D)** |
| **EXPERIENCE / KNOWLEDGE**  At least 6 months experience working as a Cleaner / Domestic Assistant in a paid or voluntary working environment.  Experience of working within a residential/care setting.  Knowledge of COSHH | E  D  D |
| **SKILLS / ABILITIES**  Good verbal communication skills.  Ability to act in a friendly and sympathetic manner in appropriate situations  Ability to act tactfully and diplomatically.  A commitment to social housing and an understanding of the needs of vulnerable people.  Ability to work with limited supervision and be able to undertake a range of routine tasks.  An ability to recognise emergencies and act calmly in an appropriate fashion. | E  E  E  E  E  E |