**JOB DESCRIPTION/ROLE PROFILE**

Job Title: Domestic Assistant

Reporting To: Senior Carer / Home Manager

Located At: De La Cour House/Giboney House, Belfast

Hours of Work: 16 per week, across 7 days (Rota Basis)

**MAIN PURPOSE OF THE JOB:**

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

**GENERAL RESPONSIBILITES:**

|  |  |
| --- | --- |
| **A** | **FOLLOW CLEANING ROTA** |
| 1 | Take responsibility and pride in the cleaning of the care home including dusting and polishing fixtures and fittings, cleaning and shampooing of carpets on a regular basis, washing walls when required, cleaning of bathrooms, corridors, stairways, landing areas, common room, laundry room, lift, office, bin stores, skirting boards, handrails, doors and internal glass and windows and any other areas as requested by the Senior Carer or Home Manager. |
| 2 | Carry out cleaning duties for residents in a manner which respects their wishes, gently encourages independence and enables them to make choices.  |
| 3 | Assist with serving meals and assisting with clearing up and washing dishes. |
| 4 | Report any apparent hazards and risks to health and safety of residents, staff or visitors. |
| 5 | Be aware of safe use and storage of cleaning materials and keep stock at a minimum and report to Manager when materials need ordered. |
| **B** | **TEAM WORK** |
| 1 | Make your voice heard and contribute to staff meetings, putting forward suggestions and ideas for improvement. |
| 2 | Assist with cover duties of other Domestic Assistants in the home in their absence or other care homes in the absence of Domestic Assistants based at that home. |
| 3 | Act in a professional, friendly fashion to the residents at the home and their family and visitors ensuring their privacy is respected when required. |
| **C** | **PERSONAL DEVELOPMENT** |
| 1 | Attend all training courses offered to help you fulfil your role to the best of your ability. |
| **D** | **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |
| --- |
| **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 mistakesPromoting 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**

|  |  |
| --- | --- |
| **CRITERIA** | **ESSENTIAL / DESIRABLE (E / D)** |
| **EXPERIENCE / KNOWLEDGE**At least 6 months experience cleaning or undertaking a range of general housework duties in a work or home setting.Experience of working within a residential/care setting.Knowledge of COSHH | EDD |
| **SKILLS / ABILITIES**Able to verbally communicate in the English Language with the client group.Ability to act in a friendly and sympathetic manner in appropriate situationsAbility 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.Awareness of Health and Safety legislationFlexibility to work across both Homes, Giboney House & De La Cour House as and when required | EEEEEEEE |