



ROLE PROFILE

Role Title:	Domestic
Department:	Older People Services
Role Purpose:	Supporting Customers with their housework whilst maximising their independence. Ensure standards of cleanliness within your scheme
Reporting to:	Scheme Manager
Responsible for:	N/A
Disclosure level:	Enhanced DBS
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<ol style="list-style-type: none"> 1. Responsible for ordering, monitoring and rotation of cleaning materials. 2. To ensure COSHH data sheets are updated as and when required and Risk Assessments are completed and reviewed regularly. 3. To have an awareness of budget constraints. 4. To participate in reviewing the cleaning schedules for communal areas and customers flats. 5. Ensure all communal areas are cleaned to a high standard. 6. To be responsible for reporting maintenance issues in all areas of the scheme including all equipment. 7. To support customers to maintain the cleanliness of their home on a needs led basis. 8. To participate with other staff members to provide a laundry service for the customers.
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9. To compile and review the individual housekeeping schedule.
10. To attend customer reviews on an annual basis or as required.

Health and Safety

11. To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlines in the Midland Heart Health and Safety Policy commensurate with this position.
12. To complete accident and incident forms as required.
13. To comply with Fire Safety requirements of scheme.
14. To comply with Health and Safety at work Act.
15. To report breaches of the above of perceived risks within the scheme to the senior team leader.
16. Deal with obvious risks immediately i.e. spillages, blocked fire exits etc.
17. To undertake all training as required, to attend training courses when places are confirmed.
18. Staff must ensure they respect the confidentiality of all customers and staff information which they will become aware of.
19. Staff must adhere to the Midland Heart Equal opportunity Policy.
20. Regular attendance at staff meetings are mandatory.
21. Staff are expected to work Bank Holidays and weekends as part of a seven day week rota.
22. Staff can expect regular supervision from their line manager. They should be available and prepared for supervision.
23. Occasionally staff maybe require to provide cover at other locations appropriate notice would be given and other locations would not be for the long term.

<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Basic Literacy & Numeracy.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience of working within a team. • An understanding of older people and their needs. • A basic knowledge of cleaning • An understanding of COSHH.
<p>Role Specific Skills & Behaviours</p>	<p>Skills</p> <ul style="list-style-type: none"> • The ability to identify obvious health and safety risks immediately i.e. spillages, blocked fire exits etc. <p>Behaviours</p> <ul style="list-style-type: none"> • Be able to work as a team and to work alone. • Understanding of and commitment to the principles of equality and diversity. • Flexibility to provide cover at other locations. • Regular attendance at staff meetings is mandatory. • Respect the confidentiality of all customers and staff information which they may become aware of.