

ROLE PROFILE

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| Role Title: | Domestic |
| Department: | Retirement Living |
| Role Purpose: | Supporting customers with their housework whilst maximising their independence. Ensure standards of cleanliness within your scheme |
| Reporting to: | Scheme Manager /or/ Team Leader(s) |
| Responsible for: | None |
| Disclosure level: | Enhanced DBS |
| Role Level: | Detail the Behaviours & Standards level that this this role sits at: <u>Frontline Worker</u> |

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| Key Role Responsibilities | <p>Responsible for ordering, monitoring and rotation of cleaning materials.</p> <p>To ensure COSHH data spreadsheets are updated as and when required and Risk Assessments are completed and reviewed regularly.</p> <p>To have an awareness of budget constraints.</p> <p>To participate in reviewing the cleaning schedules for communal areas and customer flats.</p> <p>Ensure all communal areas are cleaned to a high standard.</p> <p>To be responsible for reporting maintenance issues in all areas of the scheme including all equipment.</p> <p>To support customers to maintain the cleanliness of their home on a needs led basis.</p> <p>To participate with other staff members to provide a laundry service for the customers.</p> <p>To compile and review the individual housekeeping schedule.</p> <p>To attend customer reviews on an annual basis or as required.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>To complete accident and incident forms as required.</p> <p>To comply with Fire Safety requirements of scheme.</p> <p>To comply with Health and Safety at work Act.</p> |
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| | <p>To report breaches of the above perceived risks within the scheme to the senior team leader.</p> <p>Deal with obvious risks immediately i.e. spillages, blocked fire exits etc.</p> <p>To undertake all training as required and to attend training courses when places are confirmed.</p> <p>Staff must ensure they respect the confidentiality of all customers and staff they come into contact with.</p> <p>Staff must adhere to the Midland Heart Equal Opportunity Policy.</p> <p>Regular attendance at staff meetings are mandatory.</p> <p>Staff are expected to work Bank Holidays and weekends as part of a seven day weekly rota.</p> <p>Staff can expect regular supervision from their line manager. They should be available and prepared for supervision.</p> <p>Occasionally staff may be required to provide cover at other locations. Appropriate notice will be given and other locations would not be for the long term.</p> |
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| <p>Education, Qualifications and Training</p> | <p>No previous qualification necessary but requires some understanding and knowledge of Health & Safety Regulations and Social Care requirements.</p> <p>Knowledge of promoting independence.</p> |
| <p>Knowledge and Experience</p> | <p>Previous knowledge and experience is desirable however, training will be provided.</p> |
| <p>Role Specific Skills & Behaviours</p> | <p>Good working ethics with the ability to work as part of a team or individually.</p> <p>Understanding the diverse needs of the residents whilst maintaining privacy, dignity and respect.</p> |