

# Cleaner & Domestic Assistant

## Purpose of Job:

To provide a clean and hygienic environment to the people we support.

## Main duties and responsibilities:

### People who use the service

- To support the people who live in the home to maintain a clean and safe environment.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.

### Communication and relationships

- To contribute to effective communication with people who use our services, their relatives, friends, and all members of staff.
- Be aware of people's emotional needs, ensuring the continuity of quality and safety in the home.

### Equal opportunities

- To respect the rights of the people who live at the service and provide them with an equal chance to achieve their goals, in relation to managing laundry and cleaning their rooms.

### Health and safety

- To work within all Health & Safety policies and procedures to ensure the general well-being, safety and security of everyone who use the service.
- To maintain high standards of health & safety, hygiene and ensure a clean and safe environment.
- To support each person with their domestic responsibilities and personally undertake cleaning tasks as necessary.

### Team work

- To attend and participate in team meetings where appropriate, work within policies and procedures or at the instruction of the manager.
- To be part of induction programmes with new team members, relief workers and volunteers.
- Work within a team culture which provides support and encouragement to all team members regardless of job role.

### Training and supervision

- To actively participate in supervision and appraisals necessary for carrying out the roles and responsibilities for the job applied and professional development.
- To adhere to existing working practices, methods, procedures, undertake relevant training and to respond positively to new opportunities and working methodology.

### Safeguarding

- To be aware of the vulnerability of the people who live at the home and be alert to potential for abuse.
- To use local and national policies and procedures for recognising, recording, reporting and participating in safeguarding protocols

### Other

- To drive the Action on Hearing Loss vehicle as required (if in receipt of a full/clean driving licence)

- This job description is a general guideline only. Employees may be required to undertake duties not outlined above at the request of the Manager, Deputy Manager or Senior Support Worker.
- To carry out the duties and responsibilities of the post at all times in compliance with all of Action on Hearing Loss policies, including Information Governance, Equal Opportunities and Health & Safety.

## Personal Specification

### Qualities/knowledge

- Good standard of written English. GCSE level or equivalent.
- CACDP Level 1 or willingness to learn British Sign Language skills.
- NVQ/Diploma Level 2 in housekeeping or equivalent (or the ability and commitment to work towards achieving it in 12 months).
- To undertake, follow and complete all duties/instructions in accordance with all current schedules, rotas, policies and procedures.
- To work when required as part of an agreed shift pattern which includes working some weekends. A degree of flexibility is required for this role.
- To work independently and/or as part of a team to ensure all identified tasks are complete.
- To complete any other duties and responsibilities when requested, which are commensurate with this role. For example you may be required to wash up for the catering department.
- To carry out the duties and responsibilities of the post at all times in compliance with the organisations policies and procedural guidelines.
- To demonstrate a commitment to, and participation in, all training and other development opportunities which include manual handling, COSHH, health & safety, BSL, first aid, fire safety and infection control. This is not an exhaustive list.

### Experience

- Experience of working with COSHH products.
- Experience of organising your own work, able to plan and manage own time effectively.
- Experience of cleaning/laundry in a care setting
- Experience of infection control practices