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| **Role Details** | |
| **Job Title:** | Domestic/Cleaner |
| **Reports to:** | Housekeeper |
| **Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)** | * To provide cleaning services within the organisation in accordance with agreed standards, legislative requirements, relevant regulations and in line with accepted best practices |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | as agreed with the manager. |

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| **Responsibilities and Duties of the Job** | |
| **Role-specific Duties:** | The Domestic/Cleaner responsibilities include but are not limited to the following:   * Assist in the assessment of the effectiveness of cleaning implementation and delivery * Implement action to meet and maintain cleaning standards * Evaluate standards of cleaning competence * Ensure the service users’ rights are protected * Be responsible for promoting and protecting the welfare of those individuals supported by the service |

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| **Working with Others:** | * Develop effective working relationships with the other employees within the service |
| **Other Duties:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth |
| **Personal and Professional Development:** | * Take responsibility for your own professional development through performance and development reviews and undertake any relevant training * To maintain cleaning skills at a current level and undertake such training and development as may from time-to-time be required in order to maintain that currency of practice |

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| **Person Specification** |

***\*The selections for essential and desirable have been left intentionally blank for you to determine these.\****

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Relevant vocational qualification in Cleaning and Support Services |  | **x** |
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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills** |  |  |
| Ensure accurate, legible cleaning schedules are kept and maintained | x |  |
| **Communication Skills** |  |  |
| Good English, written and verbal | x |  |
| To communicate effectively with service users and their visitors | x |  |
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| **Knowledge** |  |  |
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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Disposition/Personal Attributes** |  |  |
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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  | x |
| Previous experience of working as a domestic |  | x |
| Experience of working with service users who have additional support needs |  | x |
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| **Specific Requirement for Immunisations/Vaccinations** | **Essential** | **Desirable** |
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| **Values-based Personal Qualities** |

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |

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| **Company Values** |

***\*This section has been left blank intentionally for you to insert your company values.\****