

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Services Assistant</b>
<b>REPORTING TO</b>	<b>Home Manager</b>
<b>JOB PURPOSE</b>	Work collaboratively as part of a team supporting the Home Manager in order to maintain the smooth running of the Domestic department
<b>Hours</b>	35 Hours a week on a seven day a week rotational basis

### Introduction

This Job Description is intended to provide a clear framework for the job holder and their manager to guide them in the requirements of the job.

It indicates only the main responsibilities and competencies of the post.

It is not intended to be an exhaustive list of tasks, procedures and policies. It is the job holder's responsibility to ensure that they are familiar with all procedures and policies relevant to the job.

### Overview of Main Responsibilities (What the job involves)

<b>Cleaning</b>	<p>Dusting from high level to low level throughout bedrooms, corridors, lobbies, all common areas and staff areas, dust around and under objects, fixtures and fittings, including light fittings. Take reasonable care when moving objects</p> <p>Vacuum clean throughout following dusting to all areas</p> <p>Clean vinyl flooring with appropriate equipment and chemicals to approved procedure</p> <p>Wash and disinfect hand wash basins, sinks, taps, worktops, fridges, surfaces.</p> <p>Remove visible lime scale from taps, shower fittings, kettles etc., as necessary</p> <p>Clean toilets, pedestals, wash basins paper towel and soap dispensers (including the underside) and taps.</p> <p>Fill paper towel dispensers and soap containers</p> <p>Empty all waste bins and place waste in main containers</p> <p>Clean Picture frames, windowsills and shelving</p> <p>Clean inner surface of glass window pane and frames to all rooms</p> <p>Clean skirting boards, radiators and all paintwork, i.e. doors and frames.</p> <p>Assist with distribution of laundry / linen as directed by Senior Domestic Officer</p> <p>Follow instructions of Senior Domestic Officer for any other reasonable duties as directed.</p>
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<b>Assisting Residents</b>	<p>Assist with meal times as directed by the Nurse in charge</p> <p>Engage with residents using positive interactions</p> <p>Attend residents call buzzer and notify the Nurse in charge</p>
<b>Professional Responsibility</b>	<p>Work on floor as directed by Home Manager</p> <p>Demonstrate an awareness of SOVA</p> <p>Observe infection control policy and procedures</p> <p>Observe hygienic working practices and COSHH regulations</p> <p>Maintain specified quality standards</p> <p>Check quality of linen and report damages to Home Manager</p> <p>Notification of faulty equipment to Home Manager</p> <p>Adhere to company's Health and safety policy and report any accident that may occur.</p> <p>To be punctual and arrive to work in good time</p> <p>Report sickness directly to the Nurse on duty during working hours</p> <p>To be familiar with, and adhere to the policies and procedures of the Laundry department.</p> <p>Maintain professional competence and knowledge.</p> <p>Raise any issues of concern to supervisory staff</p>
<b>Working with colleagues</b>	<p>Work collaboratively and as part of a team with all colleagues in order to maintain the smooth running of the Services</p>

#### Relevant Competencies (How the job needs to be done)

<b>Performance Focus</b>	<p>Maintain high standards of professional practice,</p> <p>Regularly review personal development and training needs with Home Manager</p> <p>Undertake and co-ordinate regular development activities including on the job, mandatory training, relevant courses and qualifications</p>
<b>Communication</b>	<p>At all times communicate with colleagues in a constructive and respectful manner.</p> <p>To undertake all duties and interaction with employees , partner providers and service users fairly, without discrimination and with due regard to Mission Care's diversity and equality employment and service polices</p>
<b>Planning and Organisation</b>	<p>Ability to follow instructions ensuring work is completed in a timely manner</p> <p>Prioritise duties</p>
<b>Professional and Personal Experience</b>	<p>.A mature and responsible attitude to work</p> <p>Knowledge of "COSH"</p> <p>Ability to perform tasks of a physical nature</p>

	Ability to follow instructions with accuracy Take ownership for resolving issues Positive “Can do attitude”. Understanding of health and safety regulations Proven experience of working in a Domestic environment
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**Notes**

This Job Description may be reviewed and amended from time to time to meet operational requirements. Any changes will be confirmed in writing.

The job holder shares responsibility with Mission Care for making suggestions to improve the effectiveness of the post.

Please sign below to indicate your acceptance of this Job Description:

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Manager:</b>	<b>Manager’s Signature:</b>	<b>Date:</b>