

CONFIDENT

I've made the right choice



Job description

Job title: Domestic Assistant

Reports to: Services Manager

Job family: Direct Services

Purpose of the role:

Team Player

Delivery of On-site Cleaning

Safe Practitioner

Key responsibilities

The Domestic Assistant will work as part of a team and is expected to work effectively and collaboratively with all colleagues delivering the on-site cleaning service.

- Demonstrates enthusiasm for the team and its work
- Demonstrates commitment and reliability to team and service through good attendance and time keeping.
- Demonstrates a commitment to improving the team's performance through constructive feedback and generation of ideas and solutions

Ways in which you might show or measure this?

- Things people say about you, colleagues, families, stakeholders etc
- Flexibility
- Observations by your manager, such as in team meetings

Delivery of on-site cleaning

The Domestic Assistant has an active role in ensuring the efficient and effective delivery of on-site cleaning services and ensuring all tasks and procedures are adhered to

- Effectively demonstrates responsibility for and the ability to consistently carry out key cleaning duties within the role to an acceptable standard
- Demonstrates ability to support and carry out additional deep cleaning responsibilities
- Demonstrates ability to work within agreed timescales and comply with all recording processes as necessary

Ways in which you might show or measure this?

- Evidence of cleaning tasks finished on time and to correct standard

The Domestic Assistant will need to demonstrate the ability to deal with problems in general day to day working and raise issues and/or concerns to the appropriate person or line manager. Will need to recognise dangers and act accordingly.

- Demonstrates understanding and adherence to safe working practices to promote personal safety of themselves and others.
- Highlights and reports any practice issues or concerns through line management channels to secure support and improvement
- Demonstrates ability to ensuring that the site is a safe environment through rigorous cleaning applications
- Demonstrates ability to safely clear up after spills and or any other emergency cleaning requests

The ability to work in compliance with policies, procedures and practices of Mencap and ensuring the delivery of a consistent quality service.

- Understands and demonstrates compliance with all regulatory requirements and Mencap policies, procedures and practices
 - Demonstrates ability to effectively work in accordance with Health & Safety procedures including PPE and COSHH
 - Identify and support in carrying out quality standards checks
 - Effectively demonstrates ability to work within infection control procedures
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Our values



You will role model our five values in all your work activities.

Switched on about learning disability

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about.

Collaboration

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Mencap does, not just the work they do.

Final comment

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

Person specification

Skills & abilities

Essential/Desirable

Positive about working for Mencap

E

Works well with all of their colleagues

E

Takes responsibility for their own development

E

Honesty about own performance

E

Knowledge and experience

Essential/Desirable

Experience of working independently and team working

E

Experience of working to deadlines

E

Working safely and in compliance with integral, regulatory and contractual health and safety requirements

D

Basic health and safety knowledge such as PPE and COSHH

D
