



Job title: Domestic Assistant

Job family: Direct services

Reports to: Services Manager

The key roles for Domestic Assistant are:

- Team Player
- Delivery of On Site Cleaning
- Safe Practitioner

Team Player

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.

KPIs:

- 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

What matters to me standards:

- People who work with me

Delivery of on site cleaning

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

KPIs:

- 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

What matters to me standards:

- Getting my support right
- Feeling safe, taking responsibility

Problem solver

The Domestic Assistant will need to demonstrate the ability to deal with problems arising 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.

KPI's:

- 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 spillages and or any other emergency cleaning request

Ways in which you might show or measure this?

- Feedback from team members
- Observation by Manager

What matters to me standards:

- Getting my support right

Safe Practitioner

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

KPI's:

- 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

Ways in which you might show or measure this?

- Feedback from staff members
- Observation by Manager

What matters to me standards:

- Feeling safe, taking responsibility



Person specification

This section outlines the things you will need to be able to demonstrate to be a successful Domestic Assistant. We expect that people will work to Mencap's values in everything we do.

- **Being people centred**
- **Empowering, including and respecting all people**
- **Challenging wrong ways of thinking about learning disability**
- **Transforming lives**
- **Being brave and developing new ideas**

Behaviours you will need

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

Experience you will have gained

Experience of working independently and team working	E
Experience of working to deadlines	E
Working safely and in compliance with internal, regulatory and contractual health and safety requirements	D

Knowledge you will have

Basic health and safety knowledge such as PPE and COSHH	D
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