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| Job Title: | Domestic |
| Reports to (job title): | Hotel Services Supervisor |
| Line Manager to: | Zoe Hills |

Job purpose

Are you a *dedicated and positive* Domestic Assistant looking to join an organisation focused on professional growth and development, whilst ensuring you feel valued each day?

As a Domestic Assistant within HCRG Care Group you'll join a team who are focused on cleaning clinical and office areas to an excellent standard.

Your days will be *rewarding* and include cleaning the Ward environment and providing an excellent Hospitality service to our patients.

Working hours will be over a two-week rota, hours 07.00 to 19:00 and every other weekend, with weekend enhancements. Some flexibility is required as part of this role.

Key responsibilities

You will have a minimum of 2 years cleaning experience and have a real 'can do' attitude. Every day is different, and you will also need to have some basic Infection Control, Health & Safety and COSHH knowledge.

As a Domestic Assistant you'll join a team who are focused on delivering impeccable customer service and cleanliness standards for our service users and staff. This really makes our service users and staff feel the difference.

Your days will be challenging but rewarding and include cleaning clinical and office areas and maintaining an excellent level of cleanliness. You will be based primarily on the Ward at Livingstone Hospital.

We will provide you with additional relevant training and support you to do your job. Your duties will generally be routine in nature and carried out on a day-to-day basis.

You will have the experience and expertise to work on your own, seeking guidance from our supervisor as required.

Your primary purpose is to carry out routine cleaning tasks which will be set out in agreed plans and tasks.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day, but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary. We will show leadership in identifying domestic needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Job Description

Ideal Candidate:

You will need to have at least 2 years cleaning experience and be prepared to make a difference.

You will also need to be confident using IT systems and be able to demonstrate working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel.

Other requirements:

Employee signature

Manager signature
