

Job Description & Person Specification

Job Title	Domestic Assistant
Division/Location	NorseCare
Reporting to	Registered Manager
Weekly Hours	Various
Grade/Salary	£9.50 per hour

Job Description
<p>The Role:</p> <p>To maintain high standards of cleanliness throughout the home as well as supporting the care staff in assisting individuals with personal care. Domestic Assistants are key to the quality of the environment in which the residents and tenants live.</p> <p>In view of the nature of the work, no information concerning residents must be communicated to anyone who is not either employed by NorseCare or attending the resident in a professional capacity.</p>
<p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Clean designated areas to ensure that they are kept in a hygienic condition. • To undertake kitchen and dining room duties, including laying and cleaning tables, loading and collecting trolleys, washing up. • Undertake basic preparation of food. • Operate powered equipment, including domestic type laundry equipment. • Report faults in powered equipment to the Manager and to ensure that such items are taken out of use. • Clean commodes and checking, sorting washing and putting away laundry. • Make and change beds and ensure that bedrooms are left clean and tidy. • Assist care staff as necessary in being mindful to the needs of residents. • To ensure that services are provided in accordance with Departmental standards equal opportunities and objectives of Quality Assurance. • Ensure observance and adherence to Health and Safety at Work. • To work in line with NorseCare Values and Approach at all times.
<p>Other Duties</p> <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:</p> <ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health and Safety requirements.	Desirable	AF/I
Experience	Previous experience within a similar Domestic Assistant or Cleaning role.	Desirable	AF/I
Skills/Abilities	Able to work alone or as part of a team.	Essential	AF/I
	Ability to accurately carry out verbal and written instruction.	Essential	AF/I
	Ability to follow Health and Safety instructions.	Essential	AF/I
	Good communication skills both written and verbal.	Essential	AF/I
	High standard of customer service.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Approval/Review Date			
Approved by Operations Director:		Date :	
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