



GENERIC ROLE PROFILE

Organisational Fit	
ROLE TITLE: Domestic Cleaner	REPORTS TO: Service Manager/Team Leader
DEPARTMENT: Service Performance	GRADE: 2
	PAY RANGE: Non-Standard Low
ROLE PURPOSE: To provide housekeeping services to Service Users whilst remaining within Turning Point policy, procedures, and budget. To promote wellbeing and healthy life choices among service users and to provide high quality domestic cleaning services throughout the building with a service user centred approach to the duties attached to this post	

Key Generic Accountabilities	Key Generic Activities / Decision Areas
1. Quality	To maintain a high level of quality in service provision by:- <ul style="list-style-type: none"> ▪ Meeting quality expectations and agreed performance criteria ▪ Participating and utilising management information and data collection systems as appropriate ▪ Contributing to the continuous improvement of the service
2. Own Development	To continuously review own performance and development needs to assist growth and development by:- <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process.
3. Health & Safety & Risk Management	To ensure a safe working environment for self and colleagues by:- <ul style="list-style-type: none"> ▪ Ensuring good standard of housekeeping is maintained with own area ▪ Ensuring risk assessments are completed when appropriate ▪ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Complying with all H&S policies and procedures including serious untoward incidents and accident reporting,
4. Compliance	To ensure compliance with internal and external standards and codes of conduct by- <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
5. Miscellaneous	To undertake any other duties reasonably requested by the line manager

Key Service Performance Accountabilities	Key Service Performance Activities
6. Service Users	To proactively deliver a high quality/person centred cleaning services that meets the needs of the service users by:- <ul style="list-style-type: none"> ▪ Promoting peoples' rights and responsibilities ▪ Working as an effective member of the team ▪ Providing advice and information to Service Users and others where appropriate ▪ Undertaking the cleaning schedule within the specified time scales to maintain the overall cleanliness of the service

	<ul style="list-style-type: none"> ▪ Collecting, storing, and disposing of rubbish from all communal areas in accordance with the service procedures ▪ Maintaining stocks of cleaning materials and operate the stock control system ▪ Assisting in the ordering and purchasing of cleaning supplies in conjunction with the Administrator ▪ Receiving and checking deliveries of goods and ensure the correct invoices are passed to the administrator ▪ Reporting all faults or maintenance issues to the Administrator ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements ▪ Ensuring full risk assessments and risk management is delivered effectively ▪ Ensuring that work is undertaken in line with Health & Safety requirements and hygiene is maintained at all times
7. Service Support	<p>To assist in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> ▪ Participating in the induction of new colleagues when required ▪ Delivering all tasks on time and to agreed quality standards ▪ Participating in the reviews with supervisor
8. Service Development & Quality	<p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> ▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach.

Other Duties	

Role Dimensions	
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> ▪ To control stock and provisions. ▪ Monitors delivery notes/invoices 	<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> ▪ May provide direction to Domestic staff ▪ Number of service users dependent upon the service

Main Contacts (external and internal)		
<p><i>Contact group</i></p> <ul style="list-style-type: none"> ▪ Service Users ▪ Supervisor ▪ Administrator ▪ Carers/Friends/Family members ▪ Regulatory bodies 	<p><i>Frequency</i></p> <ul style="list-style-type: none"> ▪ Daily ▪ Daily ▪ Daily ▪ As required ▪ As required 	<p><i>Purpose</i></p> <ul style="list-style-type: none"> ▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation ▪ Guidance, support, advice and provision of information ▪ Liaison regarding stock levels and invoices ▪ Discussions regarding standards ▪ Service monitoring and review

Person Specification (Essential only)*Technical / Professional Skills, Expertise and Qualifications*

- Proven verbal and written communication skills with the ability to tailor the message to the audience.
- Collaborative team working skills
- Able to work flexibly
- Adaptable and able to work in a challenging and changeable environment
- Ability to deliver against agreed objectives/targets

Additional Service Performance & Learning Disabilities Sector Specific Requirements (Essential only)*Technical / Professional Skills, Expertise and Qualifications*

- Display an awareness of and understanding of a person-centred approach
- Display an awareness of current legislation that impacts upon and influences service delivery
- Able to deliver a range of services in a person centred, non-judgemental manner.
- Proven track record in managing incidents of verbal and violent aggression
- Ability to prioritise workload and use initiative so as to work effectively with minimum supervision
- Experience of providing domestic/cleaning duties within a residential and/or nursing environment
- Basic numeracy skills
- Knowledge of different cleaning materials and equipment and their appropriate storage