Assisted Living

DOMESTIC SUPPORT ASSISTANT

Job Description

JOB TITLE: Domestic Support Assistant

REPORTING TO: Registered Estates Manager

Job Purpose

The post holder is a member of the support team. Working within your team you will undertake duties aimed at providing a clean, tidy, hygienic and comfortable environment for Home Owners. This may involve providing a range of domestic support services for individual people living in the development and providing Waitress/Waiter services in the communal Dining Room. The post holder is expected to discharge all duties and responsibilities in such a way as to enhance the quality of Retirement Living Plus residents' lives.

Key Tasks

1. Cleaning the communal areas of the development as allocated by the Estates Management Team, ensuring they are maintained to a high standard and kept in a clean, tidy and hygienic condition, undertaking manual handling of loads and equipment as appropriate.

2. Lay the tables prior to lunchtime and clear away dishes during and after lunch.

3. Serve meals to Home Owners tables and deliver meals to Home Owners apartments if required.

4. Clean dining room after lunch.

5. Set up morning coffee, lunchtime beverages and afternoon tea in the lounge.

6. Providing the core domestic assistance to Home Owners in their apartments and offering additional domestic support services as required, which may include the following:

    - Undertake light household cleaning, removal of rubbish and tidying up
    - Collect food shopping / posts letters, arranges for deliveries / assists with internet shopping
    - Deal with refuse
    - Undertake washing and ironing
    - Change bedding
    - Manage heating systems

7. You may also deliver these services within the wider community.

8. Clean the Guest Suite, including laundering the bed linen, as required.

9. 'Sparkle Clean' the apartments as necessary before they are occupied.

10. Work as a member of a team, attending such meetings as necessary to discuss service delivery.

11. Observe the Home Owners well-being and environment and report any problems, hazards or difficulties immediately to a senior member of staff.

12. Respond to emergency calls as required.

13. Uses such equipment and substances as are necessary for the completion of tasks ensuring Health and Safety Policies and Procedures are followed at all times.

14. Maintain a professional and hygienic appearance, and use personal protective equipment as required.

15. Maintain work records, e.g. work sheets, receipts, etc.

16. To work at all times in accordance with the Retirement Living Plus service philosophy.

General

Undertake other such duties as may be required by the Manager.

May be required to undertake duties in other locations operated by the employer.

You will maintain a professional and hygienic appearance.

You will work in line with the policy on Infection Prevention and Control, according to your role.

Equal Opportunities

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employer's Health and Safety polices and to ensure that they:

1. Take reasonable care of themselves and for others at work.

2. Co-operate with the company, as far as necessary, to enable them carry out their legal duty.

3. Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.

4. Report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to the Registered Estates Manager

A copy of the current Health and Safety Manual will be kept at the development.

Training

The post holder will be expected to attend meetings, training courses and follow-up refresher courses as required.

Please Note

This job profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within Retirement Living Plus developments. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder.

Person Specification – Domestic Support Assistant

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	• Good interpersonal skills	• Experience in a care/support role, ideally with older people
FLEXIBILITY	• Be able to attend training sessions and staff meetings • Be available to work during alternate weekends	• Willing to undertake extra shifts • Willing to attend social events
TRAINING & QUALIFICATIONS	• Basic literacy skills (to be able to read care plans and worksheets, and to record details in care plans)	• NVQ in Cleaning Support Services
PERSONAL CHARACTERISTICS	• Calm and caring approach • Reliability • Ability to manage your own time • Honesty and respect for confidentiality • Professional appearance • Ability to communicate clearly • Approachable • Ability to work as part of a team • A 'can do' approach to work	