


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
<b>Position:</b>	Domestic Assistant
<b>Department</b>	Customer Services
<b>Reports to:</b>	Manager, Very Sheltered Housing/Service Manager
<b>Band:</b>	K
<b>Date:</b>	May 2016

The logo for Hanover Scotland features five stylized houses in a row, each a different color: pink, purple, green, yellow, and orange. Below the houses, the text "HANOVER SCOTLAND" is written in a bold, sans-serif font.

### Purpose of Job

To undertake a range of domestic and ancillary duties.

### Main duties and responsibilities

#### 1. Cleaning

- 1.1 To clean common areas i.e. offices, corridors, lounge, staff room.
- 1.2 To clean toilet areas; guest bedroom accommodation; bath and shower areas and residents' flat lets where appropriate.
- 1.3 To polish and vacuum surfaces and equipment as required.
- 1.4 To remove waste to disposal areas.
- 1.5 To assist in preparation of guest bedroom.

#### 2. Auxiliary duties in kitchen

- 2.1 To wash kitchen floors, serving areas, walls, fixed and other equipment including crockery and cutlery.
- 2.2 To observe hygiene rota i.e. cleaning of cupboards, pantry areas, disinfection of relevant areas, removal of waste.
- 2.3 To prepare and set dining areas and tables.
- 2.4 To assist in the meals service.
- 2.5 To receive and record foodstuff's delivery and help restock stores as directed by the Cook, Assistant Cook, or other development staff.

#### 3. Involvement with others

- 3.1 To assist and share knowledge and experience with colleagues as required.
- 3.2 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

- 3.3 Operate within a Strategic Business Unit (SBU).
- 3.4 Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
- 3.5 Analyse work and produce action plans where performance improvement is required.”
- 3.6 To undertake any other duty delegated by the person in charge.

#### **4. Working Relationships**

##### Internal

- Very Sheltered Managers/Service Manager
- Support Workers
- Cooks
- Other staff
- Customers

##### External

- Visitors to the development including families / external agencies

#### **5. Other**

- 5.1 This is a Job Description in that hours and days of work will vary depending on the requirements of the specific development.
- 5.2 This post is subject to enhanced criminal records disclosure via Disclosure Scotland.

**Job Context and Other Relevant Information:**

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed ..... Line Manager (if applicable)

Signed ..... Post holder

## Person Specification

**Job Title: Domestic Assistant**



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Have the ability to maintain high standards of cleanliness and hygiene within the development and kitchen area in particular those relating to food hygiene conditions	Essential
• Will be able to relate sympathetically to older people and their needs recognising their right to choice and independence	Essential
• Ability to follow clearing schedules and procedures (including CookSafe)	Essential
• Ability to work individually and as part of a staff team	Essential
• Ability to communicate effectively with service users, colleagues or visitors to the development	Essential
• Basic Health & Safety awareness including identification and reporting of hazards and minimizing risks.	Essential
• Ability to communicate with appropriate staff regarding residents' welfare / other issues	Essential
• Basic written skills in order to complete forms	Essential
• Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet	Essential

<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
• Experience of dealing in a domestic or workplace setting	Desirable
• Experience of kitchen ancillary duties	Desirable

<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
• Basic levels of education / literacy	Desirable
• REHIS Elementary Food Hygiene certificate	Desirable

<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
• To have a flexible approach to work	Essential
• To be willing to participate in training of REHIS Elementary Food Hygiene certificate	Essential
• To have a genuine interest in working with older people	Essential
<b>5. Equal Opportunities</b> This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

**Version 0.1**

Job description latest update: May 2016