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| Job Title:  | Domestic Operative | Location/Service: | CS |
| Department: | E&F | Reports To: | Domestic Supervisor |
| Responsible For: | Day to Day cleaning of HG Properties | Budgetary Responsibility: | None |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | None |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| This role ensures that all HG properties are clean, safe and provide a pleasant environment, whilst complying with all relevant Health and Safety legislation. The role may also include working in the central laundry to ensure people’s items are laundered in a timely manner and in line with all relevant Health and Safety legislation.Whilst Operatives will work at a main site, work around the Group maybe required. |
| **Key Role Responsibilities/Accountabilities:** |
| **Person Centred** * You will work with my support staff to ensure that when you are in my house my best interests are at the centre of what you do.
* Although you do not directly support me, you will develop a positive relationship with me so you understand my preferred routines.
* You will wash and dry all of my items so that I look and feel good.
* You will make sure that all of my items are in good condition so that I look and feel good.
* There may be times when you need to be flexible in your duties to meet my needs.

**Quality Driven** * You will ensure that my environment is kept at a high standard of hygiene and cleanliness. You will do this by: Ensuring records are completed clearly and promptly / Following agreed work schedules. / Working to agreed standards, including relevant Health and Safety legislation.
* You and your colleagues will work as a team to ensure my needs are best met.
* You will always be looking for ways to improve my environment, so some days you may need to change your schedule.
* You will not waste materials or equipment so that money can be spent on more important things.
* You will be suitable qualified and trained, will follow best practice and will have a commitment to learning.

**Outcome Focused** * You will monitor and maintain an appropriate level of cleaning stock so that my house is always clean.
* You will have good organisational skills so that you can manage my laundry and my cleaning tasks throughout the day.

**Keeping People Safe** * If you are concerned about me you will feedback, record and share to the appropriate people.
* Because you are working where the people we support live, you must take extra care with cleaning materials and equipment, making sure they can’t get to these things.
* You must follow and have an awareness of relevant Health and Safety legislation to make sure the people we support are safe.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Knowledge** * Essential - Knowledge of general cleaning tasks

**Skills and Abilities** * Essential - Ability to follow schedules and produce high quality work.
* Essential - Ability to maintain positive relationships with people and staff whilst working in a busy environment.
* Essential - Ability to deal with external visitors in a welcoming and helpful manner.
* Essential - Ability to use a range of cleaning and laundry tools and equipment.
* Essential - Ability to communicate clearly and effectively.
* Essential - Ability to follow laid down schedules/procedures as well as a willingness to suggest improvements.
* Essential - Ability to maintain appropriate levels of confidentiality.

**Experience** * Essential - Experience of using equipment and materials in situations where care is needed to prevent harm to others.
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| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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