

MIDDLESBROUGH EMPLOYEE

**JOB DESCRIPTION**

**Post Title:** Domestic Assistant

**Grade and Salary Scale:** B SCP 14

**Department and Service:** Children’s Services

**Responsible To:** Registered Manager

**Post Ref:** G438

**Purpose of the Post:**

To undertake general domestic duties related to the operation of the home this involves: cleaning, tidying, stripping and making of beds and preparation of bedrooms, and laundry duties, as directed and in accordance with health and safety regulations.

**Duties and Responsibilities:**

1. Undertake all cleaning duties concerned with the operation of the home i.e. washing, sweeping, vacuum cleaning, emptying litter bins, polishing, dusting designated areas including toilets, bathrooms, bedrooms, offices and communal areas and fixtures and fittings in order to maintain high standards of cleanliness and hygiene at all times. This may include removing of soiled items or personal care items and the clearing of bodily fluids/discharges etc.
2. Ensure the immediate outside of the building and entrance areas are tidy including removal of any rubbish or graffiti.
3. Operate household appliances and equipment in accordance with the manual and establishment practice in order to increase the efficiency and effectiveness of the job. Ensure the safe operation of laundry equipment and machinery.
4. Strip and make beds and launder bedding as needed. This may include handling of soiled items i.e. sluicing and rough washing as appropriate.
5. Maintain awareness of the needs of the young people who live in the home, and perform duties whilst maintaining client dignity, discretion and respect.
6. While not directly responsible for the care of children and young people, have sensitivity for their needs, and conform to any arrangements which are necessary for their care.
7. Comply with Health and Safety, Fire Regulations and other department polices
8. Take part in training, supervision and appraisal and attend team meetings and development days. Work in other parts of the service for short periods, either as part of training or development, or to meet the needs of service users.
9. Participate in the agreed working rota, which may include week-ends, bank holidays, evenings, or early mornings (the Home is open 365 days per year).

**Corporate Responsibilities:**

* In accordance with the Equality Act 2010 where a post holder is disabled, Middlesbrough Council will make every reasonable effort to supply the necessary employment aids, equipment or adaptations to enable employees to perform the full duties of the job.
* All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery, and adhere to the policies of the Council relating to these issues in the performance of their duties.
* All employees are expected to respect all confidentialities and principles and practice of the Data Protection Act.
* All employees are required to comply with Health and Safety policies and legislation.
* Middlesbrough Council is committed to continuous organisational employee development. The employee is required to participate fully in all initiatives, which facilitate continuous improvement in both service quality and employee development and performance, including investors in people.
* The above duties and responsibilities cannot totally encompass or define all tasks, which may be required of the employee. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing either the character or level of responsibility; these factors are reflected in the post.



MIDDLESBROUGH EMPLOYEE

PERSON SPECIFICATION

Middlesbrough Employee Competency Framework forms part of the overall strategy for achieving the Council’s Vision, Purpose and Values. It defines the competencies expected of all Middlesbrough Employees.

The framework is a key building block that links our People Strategy and People Management policies together. It aims to enhance both individual and organisational performance; it is an integral part of recruitment, learning and development, performance appraisal and support talent and succession planning. The framework defines the effective core competencies that all staff across the Council are expected to demonstrate in their day to day work regardless of their specific role.

For the purposes of recruitment you will only be assessed against the criterion which are marked as essential, under Section 1, and the competency indicators marked with an X under Section 2, both shown below.

The Council is committed to the employment and career development of disabled people and Care Leavers. Applicants who identify themselves on the relevant section of the application form as having a disability under the Equality Act 2010, or have identified themselves as a Care leaver, and have supplied the name and contact details of their Young Person’s Advisor will be automatically guaranteed an interview providing they meet all the essential criteria.

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| **Section 1** | **Essential**  **X** | **Desirable**  **X** |
| **QUALIFICATIONS & KNOWLEDGE** |  |  |
| 1. COSHH awareness. | **X** |  |
| 1. Knowledge of relevant aspects of health and safety legislation. | **X** |  |
| 1. Understanding of safe working practices. | **X** |  |
| 1. Methods of cleaning different surfaces. |  | **X** |
| 1. Understanding of challenging behaviour and the needs of children with complex backgrounds or disabilities. |  | **X** |
| **EXPERIENCE** |  |  |
| 1. Experience in general cleaning duties. | **X** |  |
| 1. Experience of people whose behaviour may be difficult and/or challenging. | **X** |  |
| 1. Ability to attend for work punctually and reliably. | **X** |  |
| 1. Ability to follow schedules and produce good quality work. | **X** |  |
| 1. Ability to work alongside others or on your own as required. | **X** |  |
| 1. Ability to maintain appropriate levels of confidentiality. | **X** |  |
| 1. Ability to know the expectations and limitations of the role being undertaken. | **X** |  |
| 1. Ability to work confidently with people whose behaviour may, at times, be challenging, demanding and aggressive. | **X** |  |
| 1. Ability to follow instructions, accept advice, seek guidance and ask for help. | **X** |  |
| 1. Ability and willingness to vary working hours and practices in accordance with the needs of the service. | **X** |  |
| 1. Physically fit and able to undertake physical tasks. | **X** |  |
| 1. Ability and willingness to be flexible in order to meet the needs of the service. | **X** |  |
| 1. Able to relate well to challenging people. | **X** |  |
| 1. Experience of working with children. |  | **X** |
| 1. Experience of using equipment and materials in situations where care is needed to prevent harm to others. |  | **X** |
| 1. Experience of working as part of a team. |  | **X** |
| 1. Ability to use a range of equipment and materials. |  | **X** |
| 1. Ability to deal with external visitors in a welcoming and helpful manner. |  | **X** |

**Middlesbrough Employee Competencies**

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| **Section 2: Competency Indicators** | |
| **Adapting to Change**  *Continuously seeks out opportunities to create positive change, is responsive to, and helps others in understanding change.* | Selection Criteria  (Mark X) |
| Work effectively in complex, ambiguous, rapidly changing environments. | X |
| Present well thought through proposals regarding efficiencies and continuous improvement. |  |
| Positively influences others to understand change and overcome their fears. |  |
| Remove barriers to change in others. | X |
| Identify key stakeholders (colleagues, customers, strategic partners) and builds commitment to change. |  |

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| **Accountability and Responsibility.**  *Values responsibility and takes ownership for outcomes within own areas of work and encouraging others to do the same.* | Selection Criteria  (Mark X) |
| Understand how your objectives contribute towards the goals and objectives of the Council. | X |
| Assist others in planning their time and resources in order to successfully manage their workload. |  |
| Anticipate any potential threats to achieving your objectives – actively takes steps to rectify / overcome. | X |

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| **Working Collaboratively**  *Recognising the contribution of others and taking responsibility for positively managing working relationships, offering help and compromise where appropriate to achieve positive outcomes.* | Selection Criteria  (Mark X) |
| Proactively seek to build relationships with external bodies and multi-agency partnerships to achieve Council objectives. |  |
| Motivate and inspire others. |  |
| Seek to resolve conflict between others, acting appropriately to address friction and tension. |  |
| Make others aware of individuals’ contributions. | X |
| See developing and coaching others as part of your job. |  |

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| **Delivering the Right Results**  *Understanding the bigger picture, prioritising activities to achieve results and deadlines.* | Selection Criteria  (Mark X) |
| Actively seek new, efficient and effective ways of doing things. | X |
| Give feedback to others regarding accuracy and attention to detail, rectifying issues and concerns before they impact the department. | X |
| Understand the impact that your actions have on other areas of the organisation and mitigates where possible. | X |
| React to financial drivers / indicators within your team. | X |

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| **Thinking Critically and Acting Decisively**  *Asks challenging questions and sees the bigger picture. Plans, organises and makes intelligent decisions taking into account all relevant information and resources.* | Selection Criteria  (Mark X) |
| Offer solutions to complex problems thinking through options, consequences and steps along the way when making decisions | X |
| Identify and manage risks appropriate to your role. | X |
| Demonstrate an understanding of the broader organisational issues and how these impact on the task at hand. |  |
| Seek to improve policies and procedures, challenging best practice and protocols as appropriate. | X |

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| **Communicating and Influencing Effectively**  *Communicates with clarity and conviction, using appropriate means to gain support, commitment and understanding.* | Selection Criteria  (Mark X) |
| Use advanced tools and techniques to enhance communication eg reading and responding to body language. |  |
| Share information with the broader organization eg during project meetings. | X |
| Influence the broader organisation, seeks to gain commitment. |  |
| Demonstrate a thorough understanding of others’ positions, influences others where necessary to achieve objectives. | X |

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| **Technical, Professional & Functional**  *Specific technical, professional and functional skills required to perform to the expected standard within a job role.* | Selection Criteria  (Mark X) |
| Identify specific areas for your technical / professional skills development. | X |
| Exceed your professional standards and act as a role model for new qualified staff. |  |
| Contributes to the development of professional standards. | X |

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| **Customer**  *Identifies and handles the requirements of customers appropriately and in a timely manner.* | Selection Criteria  (Mark X) |
| Analyse the quality and standard of service offered, constantly striving to improve learning from previous experiences. | X |
| Look for opportunities to improve the quality of the customer service. | X |
| Look for opportunities to embed a customer focused culture. |  |
| Anticipate customer needs, putting plans in place to minimise customer issues. |  |