

## Wirral Council: Job Role Descriptor

<b>Job Role:</b>	Domestic
<b>Service:</b>	(Adult) Care & Health
<b>Reports to:</b>	Manager
<b>No. of Subordinates:</b>	0
<b>HR USE ONLY</b>	
<b>Job Role Ref:</b>	PC0092G
<b>Job Family:</b>	People Care
<b>Grade:</b>	Band B

### JOB ROLE PURPOSE

To maintain a level of cleaning in the Establishment which will ensure the comfort and safety of the residents in a bright and clean environment and in addition, undertake a range of more responsible tasks relating to the physical needs of clients.

### KEY TASKS

1. General cleaning, which may include all or any combination of dusting, tidying and cleaning up, sweeping, vacuuming, wiping, polishing and scrubbing etc.
2. The areas of the Establishment to be cleared include:-  
Lounges, Doctor's rooms, Dining room Corridors , Staff room, Toilets, Entrance hall, Utility rooms, Bedrooms (including staff sleep-in room), Offices, Kitchens, Furniture and equipment, Stores, Washing areas and Bathrooms
3. Cleaning of day-to-day marks, spots, etc throughout the building, which if left have a detrimental effect on the environment of standards of hygiene in the home.
4. Keep down the level of dirt or grime in vulnerable areas, i.e. around cookers, over radiators etc.
5. Maintain small stores.
6. Assist in the kitchen with simple preparation of food.
7. Perform general dining room duties, including any or all of the following:-  
Laying/waiting at/cleaning tables, transport of meals to dining room as required, cleaning of cutlery and other utensils.
8. Be aware of and respond to, all health and safety procedures, including regular fire prevention procedures as necessary.

## KEY RESPONSIBILITIES

### People

No responsibility for people management.

Undertake a range of more responsible tasks relating to the physical needs of clients/residents.

### Financial

No financial responsibility.

### Strategic

Work to procedures for general cleaning tasks, ensuring the health, safety & wellbeing of clients/residents and staff.

### Resources

Responsible for maintaining small stores of equipment and cleaning materials.

### Planning and Organising

Following work rota to complete tasks.

### Decision Making

Work independently to carry out duties, prioritising and responding to urgent tasks to ensure health, safety and wellbeing of clients/residents and staff.

Escalate issues and/or problems to manager.

## EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

### Essential Criteria

#### Knowledge & Skills:

- Experience of using general cleaning equipment (Hoover etc).
- Ability to work as part of a team.
- Ability to maintain small stocks.
- An understanding of and an ability to deliver excellent customer service to internal and external customers.

#### Experience:

- Experience of domestic tasks.

### Desirable Criteria

#### Qualifications:

- NVQ 1 or 2 Domestic

## **Knowledge & Skills:**

- Use of commercial cleaning equipment.
- Use of cleaning substances.
- Ability to work unsupervised.
- Have a good knowledge and understanding of Equal Opportunities in Principle and Practice.
- Basic knowledge of Health and Safety.
- Willingness to undertake further training
- An ability to operate the council's corporate & leadership behaviours including leading people, valuing individuals & managing performance.

## **Experience:**

- Experience of working in an establishment for people with physical disabilities.

## **ADDITIONAL WORK ELEMENTS**

### **NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

**Signed Head of Service**

**Date**

**Name Debra Kewley**

**10<sup>th</sup> December 2019**

**Job title Provider Service Manager**