

Domestic Assistant Job Description

Reporting to Facilities Manager, Service Manager or Deputy Manager
Department UK Services

Purpose of the job

To perform general cleaning duties to ensure the cleanliness of the respective service and/or provide a comprehensive laundry service for customers.

Key responsibilities

Domestic/cleaning duties (where applicable)

- Undertake the general cleaning as directed, removing waste appropriately and replenishing supplies where necessary.
- Utilise the appropriate cleaning materials and equipment in accordance with COSHH, comply with any infection control procedures and all Health and Safety regulations.
- Report to the line manager faults, equipment malfunctions and/or issues hindering the usual cleaning routines, following appropriate procedures for reporting equipment checking and failure.
- Follow the appropriate procedure for re-ordering cleaning supplies and equipment.

Laundry duties (where applicable)

- To be aware of and ensure that infection control policies are followed.
- Ensure the correct use of laundry bags with particular regard to soiled and infectious items.
- Collect all soiled and dirty linen from customers' rooms, bathrooms etc, sort laundry into separate loads for appropriate wash cycles and programmes, determine priority items for washing as well as items that require hand washing/dry cleaning. Ensure that laundry items are then cleaned appropriately.
- Organise delivery and collection of dry cleaning for specific items.

- To dry laundry, undertake the ironing and airing of laundry, ensuring it is fresh on return and return within a reasonable time period.
- Carry out minor repairs on clothing and laundry items e.g. re-stitching hems and replacing fastenings, and report articles which are damaged beyond repair.
- Monitor the stock level of supplies and to follow the appropriate procedure for re-ordering supplies.
- Implement cleaning schedules for laundry rooms.
- Ensure that any other users of the laundry facilities are conversant with and comply with any relevant laundry procedures.

General duties

- To maintain confidentiality at all times.
- Comply with all Health and Safety policies and procedures.
- Comply with LC and any local safeguarding and mental capacity act (MCA) policies and procedures.
- Work within the regulatory compliance requirements applicable at the respective service.
- Maintain an awareness of individual customer risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.
- Participate in supervision, appropriate staff meetings and training activities (including updates) as required, sometimes off-site and outside of normal hours.
- To be responsible for maintaining and improving own knowledge and skills through experience and training.
- Undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development.
- Undertake any other reasonable duties as requested.

Person specification

Essential requirements

- To have prior experience of cleaning work (to have experience of cleaning in a commercial environment would be advantageous).

- To have prior experience of working in a commercial laundry would be advantageous (for services that offer a laundry service).
- To be willing to work flexibly in accordance with the needs of the service.
- To have basic literacy and numeracy.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

Key competencies and skills

- To be able to communicate with people at all levels.
- To be able to perform the manual tasks required by the job.
- To be able to undertake sewing (hemming, buttons, minor tears and repairs) as/if required.
- To be able to use laundry equipment as/if required.
- Knowledge of COSHH implications for materials/supplies and infection control principles (including hazard compliance) would be advantageous.

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

