

JOB DESCRIPTION

Post title	Domestic Support Assistant - Homes of Older People
Division / Section	Social Care Performance
Department	Health and Social Care
Responsible To	Depute Manager

PURPOSE OF ROLE

To provide a range of domestic cleaning and laundry services and to assist the care home team to provide a care environment which is safe and supports the health and well being of service users.

MAJOR TASKS

1. To clean the living environments within the care home (50%)
2. To launder personal and domestic laundry (50%)

Tasks will be allocated on a weekly or daily basis depending on the needs of the service. It is expected that on a shift by shift basis the post holder will undertake one of the major tasks only.

JOB ACTIVITIES

Cleaning

To be aware of the Departmental Infection Control Policy and follow the procedures on 'Environmental Cleaning' and 'Handling of Linen'.

To undertake all cleaning tasks as specified in the cleaning schedule for the home. These include:

- Daily Duties (all areas).

- Empty, clean and replace waste paper baskets.
- Clean wash hand basins, including overflow, plug, underside and pipes.
- Shine chrome with dry cloth.
- Clean baths and attached equipment.
- Clean and disinfect toilets, including bowl, cistern, underside of bowl and pipes.
- Damp dust ledges including window ledges.
- Replenish toilet rolls and hand towels as necessary.
- Sweep, wash floors and vacuum carpets.
- Damp dust all furniture including chair and table legs.
- Clean mirrors and over mirror lights.
- Wash tables and chairs after every meal and clean thoroughly once per day.
- Sweep and mop all dining room floors after every meal, vacuum carpets.

Weekly/Monthly Duties (all areas) depending on use:

- High dust walls, ledges with appropriate tool.
- Wash paint work i.e. doors (including handles) skirting and partitions.
- Wash pipes at back of toilet and underneath sinks.
- Wash inside and outside all waste bins.
- Polish wooden furniture.
- Pull out furniture and vacuum/wash floor and skirting.

Laundry

To undertake all tasks related to the laundering of all bed linen, tablecloths etc and service user's personal clothing. These include:

- Sorting 'bagged' and soiled items and launder in line with infection control procedures.
- Unpack and check all non soiled items coming into the laundry area for personal items in pockets etc.
- Daily washing, by machine of all linens, domestic and personal.
- Hand washing of woollen articles or as requested by service users.
- Drying of all laundered articles either by tumble dryer or hanging washing out to dry (if external facility is available).
- Ironing all items that require to be ironed using either a rotary or hand iron.
- Fold all clothes and place in receptacles provided for each individual service user.
- To be aware of and follow manufacturer's instructions for the washing, drying and ironing of all items.
- To report any issue of concern that may compromise the health and well being of service users or staff to the Depute/Manager.
- To be aware of the departmental adult Support and Protection guidelines and act as necessary.

- Some basic sewing may be required to ensure service users personal clothing is labelled and kept in good repair.
- To protect the privacy and dignity of service users by knocking before entering bedrooms.
- To adhere to the standards of practice set out in the S.S.S.C. Codes of Conduct
- To undertake any reasonable requests by service users within the limits of the role.

Supervision and Management of People

- Not applicable

Creativity and Innovation

- Work is largely subject to detailed procedures and routine with some scope for creativity to solve problems within the range and remit of the post.
- Communication with people who have a range of disabilities will require the post holder to respond appropriately to the situation.

Environment - Work Demands

- In the event of an outbreak of infection reprioritise work schedule in line with demand and as requested by the manager.
- To attend team meetings as required.
- Post holder requires to complete tasks within timescales to meet service users hygiene needs.
- Post holder will in the main work without frequent interruption and changes to work pattern except in the event of an occasional unpredictable event e.g. outbreak of infection.

Environment – Physical

- Normal physical effort is required to carry out tasks. There are periods when more substantial effort is required e.g. hovering, ironing and mopping floors.
- Regular use of stairs and frequent standing.
- Moving of heavy items of equipment e.g. Hoovers / carpet cleaners.
- Some bending may be required e.g. emptying bins / cleaning toilets.

Environment - Working Conditions

- Frequent working in hot, humid conditions
- Exposure to moderate noise from machinery
- Exposure to soiled materials and bodily fluids
- Potential of exposure to aggressive behaviour from service users/relatives.
- Potential of exposure to infection.

Environment - Work Context

- Post requires the use of commercial laundry and cleaning equipment and associated cleaning products on a daily basis
- Post holder must be aware of the statutory guidance on COSHH and other health and safety issues related to providing a safe cleaning and laundry service
- Vigilance required ensuring correct dosages of cleaning products are used
- Vigilance required to ensure laundry is washed, dried and ironed to manufacturer's instructions
- Post holder must ensure Infection Control procedures are carried out at all times
- Care required respecting the privacy, dignity and choice of service users when undertaking all job activities.

Contacts and Relationships

Routine and frequent contact with care staff, manager and service users for the purpose of exchange of information.

- Manager
- Care staff
- Service users

Decisions (Discretion)

- Post holder will work within clearly defined procedures with advice available at all times.
- Some discretion will be required in the following areas:
 - Reporting of faults and supply shortage

- Reporting of damage to service users clothing
- Adult support and protection situations
- Concerns about the behaviour of others, including service users.

Decisions (Consequences)

- Decisions made will be of a routine nature.
- Decisions made may occasionally have consequences for the service and its users. E.g. Decision to set washing machine temperature too high might lead to the ruin of service users clothing.

Resources

Post has no financial resources, however there is some responsibility required for the safe storage and usage of cleaning products.

Knowledge and Skills

1. Qualification - no specific qualifications required
2. Post holders will be offered the opportunity to undertake British Institute of Cleaning Services accreditation.
3.
 - Knowledge of operation of the National Care Standards and the SSSC Codes of practice.
 - Knowledge of operation of cleaning tools and associated products, e.g. washing machines, tumble dryers, carpet shampoos
 - Knowledge of Department Infection Control procedures
 - Knowledge of Health and Safety guidelines as they pertain to working in a residential care environment. e.g. COSHH
 - Skills; use of cleaning tools and machinery, sensitivity, interpersonal skills, basic literacy
 - Awareness of departmental Adult Support and Protection guidelines.
 - To undertake training as required for personal health and safety and the health and safety of others, e.g. Manual Handling, Infection Control, Adult Support and Protection and Dementia Awareness.

Experience

- Use of commercial cleaning and laundry tools