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**Policy Document No: Per 1.1.1****Domestic Assistant Job Description****Job Title:** DOMESTIC ASSISTANT**Establishment:****Responsible to:****Brief description of the job:**

This job involves helping to provide a safe, pleasant, clean environment and the provision of quality services. It involves various tasks that are essential to making all group establishments and departments efficient and happy places to live and work. It requires the ability to provide high standards along with the need to relate to colleagues and the young people who reside here.

**Key Result Areas:****PART A (generic)**

- 1 To attend for work reliably and punctually.
- 2 To attend any training as required and take part in a positive manner.
- 3 To know where Hesley Group policies are kept and to be aware of and follow their contents.
- 4 To be observant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes the need to report any incident of this type you witness, hear about or suspect.
- 5 To ensure that all students, residents and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- 6 To carry out all tasks according to any schedule of work and to the standards set out.
- 7 To maintain the highest standards of hygiene and cleanliness.
- 8 To use all materials in an effective and economic way
- 9 To clearly and promptly keep any required records.
- 10 To play a full part in building good relationships with other staff and with students/residents.
- 11 To contribute to good communication by (i) checking communication books, notice boards, diaries and your pigeon hole every time you are on duty to check for information you need to know; (ii) attending meetings as required and; (iii) making sure you inform other people of things that are likely to be useful to them in their jobs.
- 12 To use all equipment and materials in a safe way, making sure that students/residents do not get hold of harmful tools or substances whilst you are using them. This responsibility includes ensuring that everything is stored securely in the correct place after use.
- 13 To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for students.

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This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

- 14 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

### **PART B (specific)**

#### Domestic Assistant (Cleaning)

- 1 To clean all items and areas allocated to you by your line manager.

#### Domestic Assistant (Laundry and Sewing)

- 1 To wash and dry student clothing, bedding and soft furnishings as required.  
2 To monitor the condition of items and make or arrange for repairs as appropriate.

#### Domestic Assistant (Kitchen)

- 1 To help prepare, cook, serve food and drinks and clean in the kitchen, as required, complying with all regulations relating to food preparation, cooking and storage.  
2 To maintain the highest standards of hygiene and cleanliness.

#### Domestic Assistant (Hospitality)

- 1 To help prepare and serve refreshments, as required, complying with all health and safety regulations and Hesley Group standards.  
2 To maintain the highest standards of hygiene and cleanliness.

### **Health & Safety**

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace and to evaluate and take action to reduce the risks. It is expected that you will comply with safety rules and procedures and ensure that nothing you do, or fail to do, puts yourself or others at risk.

### **The contribution you make by doing this job:**

By carrying out these responsibilities well, you will be helping to provide the best possible quality of care for the young people who live with us. You will also be helping to create a pleasant working environment for the other people who work here.

Prepared by Human Resources Dept. .... Date: 16 December 2009

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....