

Role Profile

Common Points for all roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role title: Casual Housekeeping Assistant

Project: Homeless Emergency Support Service

Objective: To carry out cleaning and housekeeping duties in the Homeless Emergency Support Service (HESS).

Key tasks:

Shelter

- Carry out cleaning of areas of the Shelter including residents' bedrooms
Carry out laundry duties incorporating the use of industrial washers and dryers, use of detergents and bleach, collection and handling of used blankets and bed linen, folding and storage of clean laundry
- Carry out deep cleaning duties around the building as required

Day Service

- Carry out general cleaning in areas including toilets, showers, hallways, stairs, surgery and treatment areas and common areas
- Complete checklists maintained as records of standards of cleanliness
- Efficient and safe use of all products and equipment provided for such duties (including buffing machines, steam cleaner, mops, variety of industrial and domestic cleaning products)
- Maintain the food serving area in compliance with food hygiene regulations.
- Assist in providing food / snacks to service users
- Maintain adequate stock of food and donations in the Day service.

Quality of Environment:

- Maintain the HESS and Day Service areas so that it is a clean, welcoming and safe space for service users

- Be open and responsive to service user feedback on the quality of the accommodation and facilities and pass on any complaints or concerns to the Housekeeping Team Leader
- Take a respectful and helpful approach to service user needs and show sensitivity and tolerance in dealing with the maintenance of their living space, in particular their bedrooms

Health & Safety

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling.
- All staff issued with uniforms must wear these when on duty.

Fire Safety

- Be responsible for your own safety and security and that of residents when working in an area where residents may be present.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.
- Be responsible to ensure that fire and safety equipment is in good working order and to make the Team Leader aware of any repairs and/or replacement needed for such equipment.

Team work

- Work as part of the HESS housekeeping team
- Work within best practice guidelines
- Work co-operatively with wider HESS team to ensure support for service users and colleagues
- Carry out any other appropriate work as requested by the supervisor
- Always treat service users with respect and empathy

Personal Development

- Participate in the supervision process
- Participate in all training agreed with supervisor

Key Performance Indicators

HESS:

- Fire, Health, Hygiene and Safety procedures followed
- Cleanliness of HESS

Service Users:

- Service user feedback

Team:

- Effective teamwork in team and community
- Attendance at appropriate training, as agreed with supervisor

Service Users:

- Service user feedback

Supervisor(s): HESS Housekeeping Team Leader

PERSONAL SPECIFICATION

Housekeeping Assistant (Homeless Emergency Support Service)

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> General Hygiene to Best Practice Standards	<input type="checkbox"/> Knowledge of Homelessness
	<input type="checkbox"/> Health and Safety and Manual Handling Procedures	
	<input type="checkbox"/> Confidentiality	
Skills and Ability	<input type="checkbox"/> Cleaning Skills	
	<input type="checkbox"/> Commitment to working to high standards of hygiene	
	<input type="checkbox"/> Record-keeping skills	
	<input type="checkbox"/> Problem solving/decision making	
	<input type="checkbox"/> Teamwork, communication and interpersonal skills	
	<input type="checkbox"/> Use of commercial and household appliances	
	<input type="checkbox"/> Ability to maintain tidy and safe working environment	
	<input type="checkbox"/> Provide a welcoming and supportive environment for service users	
	<input type="checkbox"/> Respectful and empathetic approach to service user needs	
	<input type="checkbox"/> Prioritise tasks, work under pressure and to daily deadlines	
	<input type="checkbox"/> Use own initiative	
	<input type="checkbox"/> To work as part of the wider Shelter and Community team	
	<input type="checkbox"/> Liaise with HESS care staff regarding bedroom cleaning as necessary	
	<input type="checkbox"/> To participate in the supervision process	
	<input type="checkbox"/> To participate in relevant training as agreed with supervisor	
Experience	<input type="checkbox"/> Minimum of one year's cleaning/housekeeping work experience	<input type="checkbox"/> Working with homeless people <input type="checkbox"/> Voluntary sector organisations
Qualifications / Training	<input type="checkbox"/> Manual Handling	<input type="checkbox"/> Training on use of industrial cleaning equipment
	<input type="checkbox"/> Health & Safety	
Personal Attributes	<input type="checkbox"/> Assured and approachable manner	
	<input type="checkbox"/> Reliable	
	<input type="checkbox"/> Honest and open	
	<input type="checkbox"/> Flexible to the working environment and changing needs of service users	
	<input type="checkbox"/> Non-judgemental approach and high tolerance	
	<input type="checkbox"/> Sensitivity and patience	

Additional Information

Cork Simon Community	
JOB TITLE	Casual Housekeeping Assistant
VACANCY TYPE	Casual hours as required to provide cover for staff holidays and other leave
LOCATION	Homeless Emergency Support Service (HESS), Anderson's Quay, Cork
NUMBER OF HOURS PER WEEK	Variable, as required. Available shifts will be for day time hours Monday to Sunday.
HOURLY PAY	€11.83
SUNDAY PREMIUM	Double time is paid for Sunday working
PUBLIC HOLIDAY	Double time is paid for Public Holiday working
SATURDAY ALLOWANCE	A flat-rate allowance of €14.23 is paid for Saturday working
HOLIDAYS	3.75 hours paid leave for every 39 hours worked
CLOSING DATE FOR APPLICATIONS	5pm, Wednesday 22 November 2017
INTERVIEWS	Week commencing 27 November 2017