

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 or departments 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: C.E. Housekeeping Assistant

Location: Cork Simon Community's Andersons Quay Complex

Objective: To carry out cleaning, laundry and other housekeeping duties in the Homeless Emergency Support Service (HESS) as scheduled on a weekly rota

Key Tasks:

General Cleaning and Laundry Duties

- Carry out general cleaning in areas including bathrooms and showers, hallways, stairs, corridors, offices and common areas
- Carry out cleaning of residents bedrooms in Shelter
- Carry out deep cleaning duties as required, using buffing machine, wet pick up machine, steam cleaning machine and any other equipment provided
- Carry out laundry duties including operation of industrial washers and dryers, use of detergents and bleach, collection and handling of used bed linen and sleeping bags used by those sleeping rough, and the folding and storage of clean laundry.
- Complete checklists of work as required for our records of hygiene standards
- Use cleaning products and equipment efficiently and safely

Quality of Environment:

- Maintain high standards to ensure the HESS and Day Service areas are clean, welcoming and safe spaces for service users

- Take a respectful and helpful approach to service users and show sensitivity and tolerance in dealing with the maintenance of their living space, in particular their bedrooms

Team Work

- Work as part of the Housekeeping and the wider HESS team
- Work within best practice guidelines
- Work co-operatively with staff of other projects to support all residents and colleagues
- Carry out any other appropriate work as requested by the supervisor

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.

C.E. Programme

- Co-operate with, and accept the direction of the CE Supervisor on all matters relating to the CE Programme.
- Adhere to all CE regulations outlined by DSP.
- Meet with DSP officers as required.

Learning & Development

- Participate in the quarterly review process and the implementation of the Individual Learning Plan (ILP) as agreed with the CE Supervisor
- Participate in all priority training and follow up refresher courses
- Participate in all other training opportunities as agreed with the CE Supervisor
- Participate in external work placements as per CE requirements

Key Performance Indicators

HESS:

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

Residents:

- Resident feedback

Team:

- Effective teamwork in team and Community
- Implementation of own personal development plan as agreed with supervisor

Skills

- Use of household and commercial appliances
- Manual handling
- Teamwork and communication skills
- Problem solving and decision making
- Flexibility and initiative
- Coping with pressure

Service Users

- Treating all with respect, communicate respectfully and with confidentiality and boundaries policies in mind

Supervisor/s: Housekeeper - HESS (Operational matters)
CE Supervisor (CE Programme & Training)

PERSONAL SPECIFICATION

CE Housekeeping Assistant - Homeless Emergency Support Service

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> General Hygiene to best practice standards	<input type="checkbox"/> Hazard Analysis Critical Control Point (HACCP) Procedures
	<input type="checkbox"/> Confidentiality and professional boundaries	<input type="checkbox"/> Knowledge of Homelessness
	<input type="checkbox"/> Health and Safety awareness	
Skills and Ability	<input type="checkbox"/> Work to high standards of hygiene and safety	<input type="checkbox"/> Ability to work with HESS care staff to manage system for bedroom cleaning
	<input type="checkbox"/> Record-keeping skills	<input type="checkbox"/> Problem solving/decision making within team
	<input type="checkbox"/> Teamwork, communication and interpersonal skills	<input type="checkbox"/> To work on own initiative
	<input type="checkbox"/> To provide a welcoming and supportive environment for residents and work to support basic needs in living space	
	<input type="checkbox"/> To participate in the cleaning rota with degree of flexibility	
	<input type="checkbox"/> Prioritise tasks and manage time	
	<input type="checkbox"/> Participate in regular housekeeping team meetings	
	<input type="checkbox"/> To work as part of the wider HESS and Community team	
	<input type="checkbox"/> To participate in relevant training as agreed with supervisor	
Experience		<input type="checkbox"/> Working with homeless people
		<input type="checkbox"/> Voluntary Organisations
		<input type="checkbox"/> Cleaning Experience, ideally in care setting
Qualifications / Training		<input type="checkbox"/> Manual Handling
		<input type="checkbox"/> Health & Safety
		<input type="checkbox"/> Use of industrial appliances
Personal Attributes	<input type="checkbox"/> Assured and approachable manner	
	<input type="checkbox"/> Honesty	
	<input type="checkbox"/> Flexible to the working environment	
	<input type="checkbox"/> Sensitivity/discretion	
	<input type="checkbox"/> Patience	
	<input type="checkbox"/> Empathy	

COMMUNITY EMPLOYMENT INFORMATION

Community Employment is an employment programme which helps long-term unemployed people to re-enter the active workforce by breaking their experience of unemployment through a return to work routine. The programme is designed to provide training and work experience to people who are unemployed with the aim of enabling progression into more regular employment. We can provide you with accredited training and development opportunities to help you achieve this aim.

To participate in the Department of Social Protection (DSP) Community Employment programme, you must:

- Register at your local [Employment Services Office](#);
- Meet certain [Eligibility Criteria](#).

ELIGIBILITY CRITERIA	The criteria for participating in Community Employment are based on age and length of time in receipt of various social welfare payments. In general, you must be 21 or over and receiving a social welfare payment for 1 year or more. People in receipt of disability-related social welfare payments for 6 months or more and certain groups such as travellers and refugees are eligible for CE from age 18. Participation is limited to 12 months in most cases but further periods are possible and are again dependent on age and the amount of time spent in receipt of a social welfare payment. Please see the DSP website for full information on eligibility and participation in CE www.welfare.ie/en/Pages/Community-Employment-Programme-.aspx or contact your Local Employment Services Office.
JOB TITLE	C.E. Housekeeping Assistant (Homeless Emergency Support Service)
LOCATION	Cork Simon Community's Andersons Quay Complex
NUMBER OF HOURS PER WEEK	19.5 hours per week.
HOURS / DAYS PER WEEK	Working hours may include morning, afternoon and weekend work. The working hours are subject to change.
PAY	To participate in CE you have to give up your social welfare payment, however, participants will retain the same level of income they had on social welfare plus a €22.50 top-up, or a minimum personal rate of €215.50 per week, whichever is the higher of the two. The personal rate applies to a person not currently receiving an adult or child dependent payment from social welfare.
SECONDARY BENEFITS	Participants may retain some secondary benefits, e.g. medical card, fuel allowance. A CE applicant who needs childcare in order to take up a place on CE is eligible to apply for a subsidized CE childcare place. For further details in relation to how CE childcare places are managed please contact Local Employment Services office or click here .
HOLIDAYS	81 hours per 12 month contract