

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: **Housekeeping Assistant**

Project: **Homeless Emergency Support Service or Housing**

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

Key tasks:

General Cleaning and Laundry Duties

- Carry out general cleaning in areas including bathrooms, hallways, stairs and common areas
- Carry out cleaning of residents' bedrooms in Shelter
- Carry out deep cleaning duties around the building as required
- Carry out cleaning duties (including: cleaning bathrooms, buffing floors, hallways and communal rooms; general house cleaning) in each of the five high-support residential houses.
- Carry out cleaning duties (including: cleaning bathrooms, buffing floors, hallways and communal rooms; general house cleaning) in the flats.
- Inform Team Leader if cleaning stocks are running low.
- Rotate work among five high-support houses/flats according to the direction of Team Leaders.
- 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
- 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)
- Assist in the ordering and management of cleaning products and equipment

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 in delivery of service
- Participate in and contribute to regular housekeeping team meetings
- Work co-operatively with HESS care staff team to ensure service users are supported and respected during their use of services
- Work within other best practice guidelines
- Carry out any other appropriate work as requested by the supervisor

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
- Effective mentoring of CE staff
- Attendance at appropriate training, as agreed with supervisor

Skills

HESS:

- Coping with pressure & Safety awareness
- Problem solving and decision making
- Flexibility and initiative
- Use of household and commercial appliances

- Manual handling

Service Users:

- Service user feedback

Supervisor(s): HESS Housekeeping Team Leader

PERSONAL SPECIFICATION

Housekeeping Assistant (Homeless Emergency Support Service)

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> <input type="checkbox"/> General Hygiene to Best Practice Standards <input type="checkbox"/> Health and Safety and Manual Handling Procedures <input type="checkbox"/> Confidentiality 	<ul style="list-style-type: none"> <input type="checkbox"/> Knowledge of Homelessness
Skills and Ability	<ul style="list-style-type: none"> <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"/> 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 HESS 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	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum of one year's cleaning/housekeeping work experience 	<ul style="list-style-type: none"> <input type="checkbox"/> Working with homeless people <input type="checkbox"/> Voluntary sector organisations
Qualifications / Training	<ul style="list-style-type: none"> <input type="checkbox"/> Manual Handling <input type="checkbox"/> Health & Safety 	<ul style="list-style-type: none"> <input type="checkbox"/> Training on use of industrial cleaning equipment
Personal Attributes	<ul style="list-style-type: none"> <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

Job Title	Housekeeping Assistant
Vacancy	Fixed term contracts available to cover short term leave
Location	Homeless Emergency Support Service (HESS), Anderson's Quay, Cork or High Support Houses
Hours	<ul style="list-style-type: none"> • Average 20 to 27 hours per week. • Additional hours may be available from time to time, to provide cover for staff leave. • Hours will be worked on a rota between Monday and Sunday, average 3 to 4 days per week. • Shifts will be worked across the hours of 09.00 to 22.15 (no more than 7 hours per day).
Pay	€13.51 per hour
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	5 weeks annual leave, pro rata
Closing date for applications	Wednesday 1 st April 2020