

## **Job Description**

**Job Title** – Cleaning Assistant

**Company Role Profile:** OP1

**Grade:** 1

**Responsible to** –Team Leader/ Locality or Assistant Locality Manager/ Registered Manager

## **Purpose of Role**

To assist in the provision of a high specification of cleaning in line with service standards

To be responsible for Health and Safety of themselves and others.

Keyholding (as appropriate) for access and egress for cleaning staff.

## **Scope**

Sunderland Care and Support provides a wide range of Adult Social care services, including:

- Sunderland Telecare
- Farmborough Intermediate Care Centre
- Recovery at Home Service
- Community Equipment Service
- Home Improvement Agency (including Handyperson Services)
- Community Resource Centres
- Short-break and Respite Services: 1 for children and their families, 2 for adults with learning disabilities and physical disability
- Supported Living Schemes
- Registered Residential Services
- Support Time and Recovery and Outreach Services
- Sunderland Shared Lives

The post holder will:

- Commit to the vision, core values and objectives of Sunderland Care and Support

## Sunderland Care and Support Mission Statement

*'To be a trusted provider in the delivering of high quality customer focused social and health care services'*

## Sunderland Care and Support Core Values

### Primary Value

The needs of the Customer come first

### Core Values

- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the delivery of care and support

- **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
- **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
- **Competence** - Means all employees must have the ability to understand a customer's health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.

- **Communication** - Central to successful caring relationships and to effective team working. Listening is as important as the key to a good workplace with benefits for those in our care and employees alike.
- **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
- **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company's mission statement and value a reality for all

Sunderland Care and Support has also adopted the **Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

- Being accountable
- Making a difference.
- Focusing on detail.
- Delivering quality.
- Being completely honest
- Keeping promises.
- Being reliable.
- Being positive.
- Meeting deadlines.
- Helping others.
- Showing tolerance
- Being a great team member.
- Respecting company policy and rules, and respecting others.

## **Key Tasks and Responsibilities**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder.**

### **1. Role Accountability**

- 1.1. Under Management guidance undertake a range of routine operational tasks
- 1.2. To clean allocated areas to the required standard as delegated by the line manager, this will include floor scrubbing, vacuuming, dusting, mopping and toilet cleaning..
- 1.3. To carry out general cleaning duties in all relevant areas.
- 1.4. To assist in the delivery of an efficient and effective person-centre customer service

### **2. Service Delivery**

- 2.1. Under General Supervision carry out general cleaning duties in all relevant areas
- 2.2. To meet all statutory requirements for CQC/ Ofsted
- 2.3. Establish excellent relationships with customers
- 2.4. Respect people's culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered. For example: Menu planning and food preparation, personal care routines and religious practices.

### **3. Maintenance**

- 3.1. Ensure tools and equipment are used safely, correct settings maintained and faults recorded and reported.
- 3.2. Responsible for the care, safety and cleanliness of equipment used: and for the safe use and storage of cleaning materials.
- 3.3. Ensures that any designated cleaning store rooms and chemical store rooms (or cupboards) are kept clean and tidy at all times.

### **4. Records and Reports**

- 4.1. Respect people's right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
- 4.2. Record tasks undertaken

- 4.3. Highlight issues or problems to managers

## **5. Health and Safety**

- 5.1. Ensure a Safe Working Environment when carrying out a range of cleaning duties individually, or as part of a team, in accordance with the quality procedures, work instructions and risk assessments provided in respect of COSHH and Safe Methods of Working.
- 5.2. To ensure that all duties and activities are undertaken in a safe manner with due regard to health and safety of self and others.
- 5.3. To report all health and safety issues to the Manager.
- 5.4. To ensure that the appropriate caution signs are displayed while working in the premises and to display when floors are wet.

## **6. Working Environment Context**

- 6.1. Work flexibly on a rota basis, including weekends, bank holidays where required,
- 6.2. Work flexibly across all service areas, and in all geographical locations.
- 6.3. Wear appropriate overalls and protective equipment
- 6.4. Under guidance adheres to operational procedures and ensure high standards of Cleaning and Safe Working Practices are maintained at all times.

## **7. Professional Context**

- 7.1. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning and training.
- 7.2. Develop knowledge and, skills, to use when working with vulnerable people.
- 7.3. Honour and meet agreed work commitments.
- 7.4. Act in a professional manner, in line with SCAS policies, procedures, it's commitment to equality and sound value base of social care principles. For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

## **8. Other duties**

8.1. The post holder is expected to be flexible in order to:

- Work in any service across Sunderland Care and Support
- Work in either the community or a building based service
- To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the service and the customers.
- Provide appropriate support and carry out other tasks and duties in line with their job role descriptions and the care and support plan.
- Attend regular team meetings, supervision and appraisal sessions.

### **Duties and Responsibilities of the Role**

This Role Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.