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| **Job Description** |
| **Post title** | Housekeeper |
| **JE Reference No** | A5864 |
| **Grade** | Grade 3 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | Childrens Social Care, Looked After Children – Resources Service |
| **Reporting to** | Homes Manager of the relevant Children’s Home |
| **Location** | Your normal place of work will be a specified Childrens Home, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an Enhanced Disclosure |
| **Flexitime** | This post is not eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

To provide a clean, welcoming, safe and homely environment for young people. You will work as part of the team to aim to provide the best opportunities and outcomes for young people. This post will involve direct interaction with the young people in the home with the joint aim of providing them with domestic care needs and assisting them to develop their own self-care skills.

Much of the interactive work with young people and the day-to-day duties will be conducted with guidance and help from the Senior Residential Social Workers on duty.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To work as an integral part of the Home’s team under the direction of the Manager and in direct contact with young people.
* To undertake any mandatory training and any other training required by the Homes Manager.
* To prepare, cook and assist in the serving of meals and refreshments, including special dietary requirements for young people and staff in the home.
* To actively involve young people in creating menus, purchasing and preparation of food.
* To encourage and assist young people to develop life skills such as laundry, cooking and keeping their living environment in a good condition.
* Ensure that there are adequate provisions within the children’s home.
* To ensure Health and Safety requirements are adhered to including COSHH procedures.
* To support the Homes Manager in the upkeep of furniture, furnishings and fittings throughout the Home.
* To carry out cleaning duties and all other domestic tasks associated with the upkeep of a home and to ensure that the environment meets quality standards and health and safety regulations.
* To observe safe working methods and manage food allergies in accordance with risk assessments.
* To ensure that all equipment and cleaning materials are used and stored effectively and safely.
* To work flexibly as required by the Manager.
* To ensure that the home is a warm and welcoming environment for all.
* To be responsible for the ordering and storage of cleaning supplies.
* To work with the staff team to ensure that all necessary maintenance work is reported and recorded accordingly.
* To ensure that all Health and Safety regulations are adhered to, especially COSHH regulations.
* To undertake any relevant duties commensurate with the grade as requested by the Manager of the home.
* To adhere to all aspects of Durham County Council’s Code of Conduct in line with your contract of employment.
* The Housekeeper must be fit and able to undertake Physical Intervention training and refresher training at a frequency set out in their Development Plan.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * To complete the Food Storage, Handling and Hygiene certificate once appointed
* To complete COSHH, (Control of Substances Hazardous to Health), training once appointed
* Basic literacy and numeracy qualification
* A qualification in cooking/catering
 | * Domestic Care or a related field, equal to or above NVQ level 3
* Food Storage, Handling and Hygiene Certificate
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| Experience | * Preparing meals, cooking, cleaning and domestic responsibilities and duties
 | * Ordering, stock management and control
* Experience of working in a residential establishment with children or adults
* Experience of keeping records
* Experience of working as part of a team
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| Skills & Knowledge | * Good communication skills
* An understanding of nutrition and what constitutes a balanced diet
* Ability to cook healthy, nutritious meals for children and young people
* How to manage food allergies
 | * Knowledge of Health & Safety Regulations
* Ability to cook meals for large groups
* Broad understanding of Child Development
* An understanding of risk assessments
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| Personal Qualities | * Honest and trustworthy
* Good interpersonal skills
* Enthusiastic, reliable, resilient and approachable
* Flexible approach to work
* Ability to work within a team
* Ability to be a positive role model to young people
* To be fit and able to undertake all aspects of their role including cooking, cleaning, shopping and undertaking training including physical intervention training
* Able to follow guidelines about Confidentiality
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