



Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife. With an annual turnover in excess of £18m, we own 1340 properties across the areas with two care homes in Edinburgh

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future, fuel efficient and are the best achievable standard whilst remaining affordable.

Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver and we want them to choose us as their preferred landlord and care home provider.

Job Title	Domestic Assistant
Reports To	Domestic Supervisor
Department/Section	Care
Location	St Raphael's Care Home, Edinburgh
Date	March 2023

Job Purpose

Reporting to the Domestic & Laundry Supervisor (and in their absence) the care home manager, you will work as part of the domestic & (if applicable the) laundry team.

Under the direction of your supervisor and Care Home Management you will ensure that an excellent domestic/laundry service standards are carried out, and that you comply with infection control and health & safety requirements at all times.

When undertaking laundry duties, you will ensure that good care is taken over all laundry items and this also includes the aftercare of the laundered item and their presentation and storage.

You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

Key Responsibilities

- You will practice excellent standards of infection control within your day to day duties, in line with VHA Infection Control Policy and Procedure, Health Protection Scotland guidance/Health & Safety/COSHH and ensuring that all regulatory compliance is adhered too.
- You will be trained & competent in the process of "opening and closing" the laundry safely, as well as to competently operate the washing/drying machines, to reduce the risk of fire.
- You will be responsibility for ensuring that all daily, weekly and monthly cleaning routines and deep clean programmes delegated to you, are carried out in accordance with Care Home routines.
- You will ensure that all domestic/laundry documentation is completed accurately and legibly.
- You will replenish depleting stock levels for the domestic/laundry services routinely.
- You will ensure that all residents clothing and other items are washed/dried/ironed/pressed and handled in accordance with all labelling instructions, including all hand-wash only items and items to be ironed are done so carefully and with respect.
- You will ensure that all residents' personal items are labelled in accordance with Care Home policy and procedure and are returned to the appropriate residents' rooms and stored accordingly.
- You will tidy/vacuum/dust/polish/mop/shampoo residents' bedrooms/bathrooms on a daily basis and or in line with cleaning schedules.
- You will tidy/clean/mop/vacuum/polish, common areas, toilets and bathrooms daily and as often as requested during your shift.
- You will ensure that you operate all equipment safely and in accordance with the appropriate manufacturer's instructions.
- You will communicate clearly and effectively with colleagues, residents and families.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- You will report any faults, breakage or damage to the care home manager/maintenance officer/domestic service supervisor and record this in the maintenance folder.
- You will support the domestic services supervisor with the induction and orientation of new staff.
- You will comply with mandatory training requirements. Undertaking organisational training as required, including Moving & Handling, Fire Awareness, Health and Safety, COSHH, Dementia awareness GDPR compliance and safeguarding, usage of equipment required for the role, etc.
- When required, you will support the care staff team with the serving of resident's meals and drinks.
- Your team systems, data and processes as required.
- Assessing and managing risk as it relates to you and your team objectives.
- Ensuring compliance with all relevant policies and procedures.
- Providing accurate and timely management information relating to your team's performance and how this contributes to overall business performance.
- Providing additional cover within the team as requested when necessary.

Viewpoint's Behaviours – you are expected to live our workplace behaviours:

- Be a role model for staff and stakeholders, showing energetic, determined, flexibility and positive behaviours that will support our organisational, values, aims and outcomes.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.

Viewpoint's Values – you are expected to live our workplace values:

- Inspire with positive smiles and words.
- Say 'yes I can and I will'.
- Celebrate age, experience and wisdom.
- Do according to our customers' wishes and ambitions.
- Treat people (everyone is a VIP) as we would a "loved one".
- Work hard, have fun and laugh.
- Stay courageous, creative and ahead of the game.
- Work with those that share our values.

PERSON SPECIFICATION

Domestic Assistant

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
QUALIFICATIONS & EXPERIENCE						
SVQ /GCSE's up to standard grade		✓	✓	✓		
Previous cleaning experience	✓		✓	✓		
Previous experience of using laundry equipment		✓	✓	✓		
An awareness of current Health and Safety requirements and able to take responsibility for your own safety and the safety of other members of staff		✓	✓	✓		
An awareness of Infection Prevention & Control standards and able to demonstrate this		✓	✓	✓		
Experience of working in the not for profit / charity sector		✓	✓	✓		
KNOWLEDGE, SKILLS & ABILITIES						
Knowledge and understanding of the needs of older people		✓	✓	✓		
Excellent verbal and written communication skills and the ability to work effectively with a range of stakeholders	✓		✓	✓		
Office/ICT skills in relevant software		✓	✓	✓		
Organisational and administrative skills, ability to prioritise		✓	✓	✓		
Proven problem solving and the ability to meet deadlines	✓		✓	✓		
Ability to build relationships and create successful working opportunities	✓		✓	✓		
Ability to communicate with customers and deliver high customer service at all times	✓		✓	✓		
Ability to build confidence and motivate and improve performance and foster a supportive culture		✓	✓	✓		
VALUES & ATTITUDES						
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
OTHER CONSIDERATIONS						
Willing to be flexible in working hours	✓		✓	✓		
Determination and willingness to take on new challenges and responsibilities	✓		✓	✓		
Willing to challenge stereotyping, prejudice, discrimination and bias	✓		✓	✓		