

Role Profile

Title: Domestic Assistant
Reporting to Chef 1 – Head of Supports

Purpose of the Role

The Domestic Assistant is responsible for performing housekeeping and domestic duties, including general and deep cleaning throughout the designated service. Laundry duties may also be required. It is essential that all tasks are carried out in alignment with Cheshire Ireland's values, operational ethos, and standards.

Key Duties & Responsibilities

Operational Duties

- Perform housekeeping and domestic duties as per the weekly service work plan and management requests.
- Clean communal areas, including corridors, dining rooms, day rooms, and toilets daily, following designated work plans.
- Regularly clean individuals' apartments, homes, or rooms as scheduled.
- Conduct deep-cleaning tasks as required, per the work plan or upon individual request.
- Ensure sufficient stocks of essential cleaning and hygiene supplies are available in designated areas.
- Perform laundry duties if required, following work plans and local practices.
- Use all cleaning equipment and chemicals in accordance with manufacturers' instructions.
- Demonstrate cost awareness by using materials and equipment efficiently.
- Inspect received goods to ensure they meet required specifications.
- Maintain all equipment in safe and proper working order, reporting any defects promptly.
- Follow Cheshire Ireland policies and procedures regarding equipment and supply usage.
- Assist with cleaning of equipment and work environments.
- Provide a positive customer service experience to clients, employees, and visitors.

Communication (Written & Verbal)

- Maintain clear and appropriate communication with clients, colleagues, and external parties.
- Ensure timely and accurate transfer of relevant information and updates.

Record Keeping

- Maintain and update all necessary documentation, including cleaning checklists and product request forms.

Continuous Improvement

- Stay up to date with Cheshire Ireland policies, procedures, and codes of conduct.

Compliance & Confidentiality

- Adhere to all Cheshire Ireland policies, procedures, and codes of conduct.
- Maintain confidentiality regarding all service recipients.
- Only discuss or disclose service-related information as per agreed protocols or supervisory instructions.
- Seek guidance from a manager if uncertain about confidentiality or information disclosure.

Health & Safety

- Comply with Cheshire Ireland's Health & Safety policies and procedures.
- Maintain hygiene and cleanliness in all work areas, including handwashing and cleaning where appropriate.

Employee Responsibilities

- Ensure good attendance and compliance with all employee-related policies and requests.
- Participate in team meetings, one-on-one performance discussions, and required training sessions.

Competencies

The responsibilities of this role align with Cheshire Ireland's **8 Core Competencies**:

- **Person-Centred Focus**
- **Service Focus**
- **Teamwork**
- **Personal Accountability**
- **Communication (Verbal & Written)**
- **Interpersonal Skills**
- **Flexibility & Adaptability**
- **Personal Effectiveness**

Additionally, this role requires the following **Role-Specific Competencies**:

- **Attention to Detail**
- **Time Management**

Required Skills & Qualifications

- Minimum of one year's experience in a similar role.
- Strong interpersonal and communication skills (both verbal and written).
- Basic computer literacy.
- Possession of necessary documentation to work and live in Ireland.
- Fluent spoken and written English.

Required Personal Attributes

- Integrity and trustworthiness.
- Positive attitude and strong work ethic.
- Empathy and mindfulness.
- Respect for others.
- High standards of personal grooming.
- Ability to remain composed in challenging situations.
- Willingness to embrace change and support a culture of continuous improvement.
- Commitment to rights-based, person-centred services and the challenges they entail.

Additional Notes

During your employment, flexibility is required, and additional duties may be assigned as needed. Cheshire Ireland reserves the right to review and amend this role profile at any time.