



## Job profile and person specification

**Role title:** General Assistant

**Last updated:** July 2024

**Reports to:** General Manager

**Version:** 2

**DBS:** Enhanced and Adult Barred

### Role purpose:

To ensure that residents live in a clean and safe environment.

To assist with the preparation of meals and snacks for residents within guideline laid down by the home manager and cook.

To ensure the service delivered promotes the independence, dignity, rights and choices of the people that we work with.

### Day-to-day responsibilities:

- To provide an excellent customer focus to residents
- To provide a clean and safe environment for our residents
- Ensure cleanliness of bedrooms, lounges, dining area, corridors, bathrooms and toilets
- To use of domestic type laundry equipment for the care of linen and clothing. Washing machines and irons etc
- Bed making, care of linen and clothing including washing and ironing
- Carrying out dining room duties i.e., laying and clearing tables
- Transport meals to dining room and other eating locations as required
- Washing up all items used in the kitchen area
- Maintain cooking and storage areas in a clean and tidy state in line with cleaning schedules
- Simple preparation of food as required by the cook

<u>Person specification:</u>		Essential	Desirable
<b>Qualifications</b>	Food safety level one, willingness to undertake training		✓
<b>Relevant experience</b>	Previous experience of working with older people		✓
<b>Skills &amp; abilities</b>	Ability to work on own initiative and prioritise work schedule.	✓	
<b>Customer service &amp; quality</b>	A commitment to the understanding of a good customer service	✓	
	To build relationships of trust and respect with residents and staff	✓	
<b>Team working</b>	To form positive relationships with colleagues	✓	
<b>Communication &amp; thinking style</b>	Good verbal and written communication skills	✓	
	Logical thinking style		✓
<b>Planning &amp; organising</b>	Manage time, tools and resources to reach a goal	✓	
<b>Motivation, commitment &amp; achievement orientation</b>	Self-motivation, learning new skills, methods and mindset to improve performance		✓
	Proactive	✓	
<b>Special requirements</b>	Enhanced DBS	✓	
	Knowledge of COSHH		✓

### Housing Plus Group Values

Our **CLARITY** values are clear, straightforward statements about who we are and what sets us apart. They shape the decisions we take and the way that we behave. They were developed by our staff and board to express how we work with each other, our customers and stakeholders.

**Communication** – Providing communication that is timely, open, honest, clear and consistent.

**Learning** - Committed to seeking knowledge, innovating and adopting new ways of working to enhance the work of the Group.

**Accountable** – Taking responsibility for our actions and performance, providing support and ideas to seek solutions.

**Respectful** – Being polite and considerate, understanding the needs of others, respecting and valuing their views.

**Inclusive** - Working together to create an environment that celebrates differences and embraces diversity of thought.

**Trust** - Acting with integrity at all times, empowering our colleagues and seeking assurance that others will do the same.

**You** - Taking personal responsibility for living and embodying our values. Acknowledging that colleagues, customers and stakeholders all have an important part to play in the success of the Group

**Additional essential role specification:**

**Health and Safety**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Hub, in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

**Data Protection**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

**Equality and diversity**

Ensure the Groups Equality scheme is fully implemented at all times. Treat all customers (external/internal) fairly, equally and to a high standard

**Training plan:**

Mandatory	Role related	Person specific
General Data Protection Regulation	Food Hygiene 1	
Cyber security in the workplace	Fire awareness	
Safeguarding Adults	Manual Handling	
Complaints Awareness	COSHH Awareness	

**If you require any support with your application or you have any questions on the job profile, please feel free to contact our Talent Acquisition team by emailing [careers@housingplusgroup.co.uk](mailto:careers@housingplusgroup.co.uk)**

