

JOB DESCRIPTION

Job Title: Domestic Assistant

Purpose of Post: To support the service by providing a caring and safe environment where individual needs are met. To maintain the cleanliness and hygiene standards within the services they work in.

Reporting to: Senior Support Worker/Team Leader on shift

Accountable to: Deputy Manager and Registered Manager

Main Duties and Responsibilities:

1. Ensure all cleaning duties are completed as directed by the Manager and as listed on cleaning schedules in each service.

This includes allocated rooms and areas such as living spaces, common areas and shared spaces, toilets, bathrooms, furniture, fittings, fabric, carpets and equipment to ensure they are kept clean, safe and comfortable for both the people we support and staff members.

2. Undertake ad-hoc cleaning tasks as required by the Managers of the services.
3. Accurately report, record and maintain records as required both electronically and written, such as the completion of duties on cleaning schedules.
4. Together with management, ensure that the environment complies with statutory regulations including Health & Safety, Fire, Environmental Health, Care Quality Commission.
5. Work in accordance with company policies and procedures.
6. Responsible for the safe and effective delivery of the Cleaning service.
7. Ensuring Health & Safety in the workplace legislation is adhered to.
8. Uphold all Infection Prevention and Control measures as required within New Directions.
9. Reporting of defects, damage or shortfalls in service standards of whatever nature to the Team Leader, Deputy or Manager and in their

absence, the senior support worker on duty.

10. To work as part of the team in the service and cooperate with all staff of New Directions.
11. Ensure that the dignity and rights of the people we support are always respected and maintained.
12. Attend meetings, training courses and complete online e-learning as discussed in your probation reviews and supervision meetings.
13. To cooperate with management in ensuring, in so far as is reasonably practicable, such other duties as may be allocated by your supervisor.

This includes:

- Provide cover at other New Directions' services as required
- Support other Domestic Assistants with their duties as required
- Work flexibly to meet the needs of service and the people we support

It's important that our Domestic Assistants have a level of care and understanding for those we support and are comfortable communicating with everyone who lives, works and visits the home.

Updated June 2025