

Role Profile

Part A - Grade & Structure Information

Job Family Code	3PCS	Role Title	Qualified Housekeeper
Grade	PS3	Reports to (role title)	Team Manager
		Directorate / School	Children, Families and Learning
JE Band	114-134	Service / Department	Children's Residential Homes
		Date Role Profile was created	26/02/2020

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Understanding of COSHH Regulations and recording of materials coming into the workplace. Make contact with Suppliers for COSHH Data Sheet Food planning, including healthy menus, on-line shopping. Adhering to budget constraints per week for the home. Ensuring nutritional requirements are meet, including any allergens clients may have. Stock rotation in larder and refrigerators. Daily checking of temperatures on fridges, freezers and report any concerns/issues to Senior staff team. The applicant would have to have a general level of fitness as the work involves domestic duties over 3 levels and include manual handling and physically demanding work. Food preparation, catering for internal events held at the home with a flare for creativity. Liaise with Senior Team Administrators and Team. Understanding the need of confidentiality at all times within the Service.
Work Context	Role holders to make sure that all equipment is used in a safe and effective manner, and maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements.  They will also maintain levels of stock by regular checks and reporting to ensure that adequate supplies of material are available.  Domestic staff will be responsible for a range of cleaning and domestic tasks within the service by following the agreed procedures to ensure hygienic standards are maintained.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Escalate cases where appropriate to ensure appropriate service delivery.  Case Management • Care and respond to the client's needs in routine, pre-agreed tasks, and respond in an appropriate manner to more unusual tasks or situations. • Report on users' circumstances to ensure information is up to date and to maintain vulnerable service users' health and safety.  Planning & Organising • Follow an established care plan and deal with immediate situations.  Work with others • Work directly with vulnerable service users and communicate with carers and others responsible for their wellbeing. • Make reports to supervisor and cooperate with other agencies.  Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Basic numeracy and literacy, with potential for further study where appropriate. • Ability to understand basic Health and Safety and other relevant procedures. • Caring skills in order to provide front line support to service users. • Ability to fulfil all spoken, written and comprehension aspects of the role with confidence through the medium of English in all public facing roles. • Accuracy and ability to follow instructions. • An organised approach to work. • Reliable and able to work without stringent supervision. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Ability and willingness to respect the confidential nature of the service they work in and must adhere to the code of conduct at all times. • Commitment to ensure that people are treated with compassion, kindness, dignity and respect. • Understanding of and commitment to equal opportunities and diversity. • Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures. • Adaptable / flexible in hours worked, including weekends and Bank Holidays. • Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.  Essential: • Level 2 Qualification in Hospitality and Catering or equivalent • CIEH e-learning Food Safety in Catering (refresh every 3 years) • Safeguarding • Fire Safety • Basic IT skills – Office 365 • Committed to engage in training  Desirable: • Level 3 Food Safety in Catering • First Aid
Role Summary	Roles at this level provide personal and practical assistance to vulnerable service users and provide customers and colleagues with full and accurate information about the user's situation to promote independence and wellbeing. They carry out duties according to instructions and standard procedures. They will refer non-standard situations elsewhere and deal with immediate emergency situations. The work is typically to daily deadlines; some organising of their own workload may be required to ensure that workflow is maintained, but timescales will be hour-to-hour and day-to-day. The nature of planning in roles at this level is essentially timing and sequencing of assigned tasks to meet deadlines.
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