

JOB DESCRIPTION

POST: **DOMESTIC**

RESPONSIBLE TO: Matron Manager

Job Purpose: To ensure the highest standards of care & service are delivered to our residents by:

- providing a full & effective housekeeping service
- ensuring a high standard of cleanliness & hygiene

Main Responsibilities:

- Undertake all domestic duties to the highest possible standard. Ensure resident satisfaction where possible and report any complaints to the Matron Manager immediately.
- Respond in a polite and professional manner to the residents at all times and never enter a resident's room without knocking.
- Recognise and report any situation which may affect the quality of the service to the residents.
- Ensure that accidents or incidents are reported to the Matron Manager and any relevant paperwork e.g. the accident book is completed in line with company procedure.
- Contribute towards the induction and training of new staff.
- Utilise the resources within the department effectively.
- Report any failure/repairs required to the domestic supervisor.
- Ensure residents areas are in perfect order eg. Reporting faults wear & tear etc.
- Participate in in-house training sessions and attend meetings as required. Attendance at specialist equipment training is mandatory
- Ensure Colten Care's good name is upheld at all times.
- Comply with Colten Care's dress code whilst on duty.
- Be responsible for the health and safety of self, other staff, residents and visitors under the Health and Safety regulations. Report any hazards or potential hazards to the person in charge or take other appropriate action.
- Adhere to all Colten Care's policies & procedures.
- Adhere to the Protection of Vulnerable Adults and the Whistle Blowing Policy.

Extra duties

- Undertake any other duties or training consistent with the role
- This is not an exhaustive list and may be reviewed at any time to reflect current or changing practices.

COLTEN CARE LIMITED

**PERSON SPECIFICATION
Domestic**



Criteria	Essential	Desirable
Experience:		
Working in a similar environment		√
Previous experience		√
Knowledge/Qualifications:		
NVQ qualification		√
Care of the elderly course		√
Essential skills		
Effective communicator	√	
Ability to prioritise & organise		√
Ability to work on own initiative	√	
Team Worker	√	
Essential qualities		
Flexible approach to working	√	
Supportive of staff	√	
Reliable & Trustworthy		√
Understanding of confidentiality	√	
Professional appearance		√