**Job Description**

**JOB TITLE**:

**Housekeeper**

*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

**Salary: £11.48 per hour**

***Workers should be “violence free in their own lives.”***

***Applicants are asked not to put themselves forward for selection if this is not the case.***

**MAIN PURPOSE AND SCOPE OF THE JOB**

* To contribute to the efficient day-to-day operation of the service by ensuring that a high standard of cleanliness is maintained in the refuge and other properties
* To clean resident’s rooms when they have vacated the property, including changing bed linen and making beds
* To clean our dispersed accommodation properties (currently 4) when clients vacate the property, including cleaning kitchen, bathrooms and making beds
* To clean the office spaces in the refuge and outreach office, including emptying bins, hoovering and dusting
* To check if anything has been damaged or is not working properly and report this immediately to the relevant staff member
* Keep all cleaning chemical safety data sheets up to date

**POSITION IN ORGANISATION**

**Reports To:** **Head of service / Senior Project Worker**

**Responsible For:** N/A

**Budget Responsibilities:** N/A

**Location:** FINDING FREEDOM FROM ABUSE currently runs services in Test ValleyHHH.

**DUTIES AND KEY RESPONSIBILITIES**

**General cleaning and housekeeping tasks**

1. To use cleaning materials appropriately, as instructed and economically; to inform Heads of Service when stocks are low.
2. To ensure that tools and equipment are in good working order, reporting any faults to Heads of Service.
3. Report to Heads of Service any defects seen which are likely to affect security i.e. broken/cracked windows etc.
4. To use only approved cleaning materials and in accordance with manufacturers printed instructions and COSHH regulations. Chemicals should never be mixed with other chemicals. Ensure all cleaning chemical safety data sheets are up to date.
5. The cleaning of the communal areas is the responsibility of the refuge clients, however the post-holder will be expected to provide assistance, support and empower the clients to achieve these tasks, completing some tasks personally when the need arises.
6. To record and monitor the fridge and water temperatures and raise any concerns to the Heads of Service/Senior Support Worker
7. To report any identified health and safety and maintenance issues to the Heads of Service/Senior Support Worker
8. To dust for cobwebs, clean skirting boards and lampshades in the communal areas of the refuges to maintain a high standard.
9. To deep clean and re-make bedrooms when clients vacate, to ensure a clean welcoming environment for incoming clients and their children. This may include shampooing carpets when necessary.
10. To create and facilitate a rota/schedule of deep cleaning tasks such as cleaning behind furniture/kitchen appliances, washing of curtains/nets, shampooing carpets or cleaning interior windows.

**Safeguarding and protection from abuse**

1. To make sure that the welfare of all clients is ensured in accordance with FINDING FREEDOM FROM ABUSE Protection from Abuse Policy and the Local Safeguarding Children Board policies and procedures.
2. To share any safeguarding concerns with the Heads of Service/Senior Support worker in a timely manner
3. Ensuring the confidentiality of client information is maintained, in accordance with Finding freedom from abuse service’s Confidentiality Policy
4. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
5. To ensure that the confidentiality of the refuge and its residents are maintained at all times.
6. Lone working

* To follow the FINDING FREEDOM FROM ABUSE Lone Working Policy and Procedure. .

1. Diversity

* To respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

**Administration and Record keeping**

1. Training

* To undertake training as required

1. To comply with data protection legislation, confidentiality and information sharing policies and procedures and all legislation connected to your work, and will not disclose to any person or organisation any confidential information that comes into their possession during the course of their employment.
2. To advise the Heads of Service on the purchase of cleaning materials or other materials required to carry out your role.

**GENERAL RESPONSIBILITIES**

1. To participate as a member of the FINDING FREEDOM FROM ABUSE staff team; including occasional attendance at team and other meetings, training and other events as may be required.
2. To ensure the confidentiality of client information is maintained, in accordance with FINDING FREEDOM FROM ABUSE Confidentiality Policy.
3. As this job covers a number of sites it is essential that the applicant has the use of their own car or other appropriate method of transportation.
4. To carry out other such duties as appropriate to the scope and grade of the post, as may be requested from time to time to meet the needs of clients and the service.

**Person Specification**

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| --- | --- | --- | --- |
| **Housekeeper (Female)**  \*This post is exempt under Schedule 9 (1) of the Equality Act 2010. | |  |  |
| Criteria  E = Essential  D = Desirable | | E or  D |  |
| **Skills and Abilities** | A commitment to the empowerment of vulnerable people.  A commitment to equal opportunities.  Organisational skills and the ability to prioritise work on a daily basis.  The ability to work as part of a team and on one’s own initiative.  Ability to work flexibly and some unsocial hours.  Strong commitment to anti-oppressive practice and working with diversity.  Good self management skills and above average ability to take initiative and problem solve.  Good general health commensurate with the manual work to be undertaken. | E  E  E  E  D  E  E  E |  |
| **Experience** | Experience of cleaning  Experience of working with a diverse range of people, including those experiencing deprivation. | E  D |  |
| **Knowledge** | An understanding of and a commitment to the principles of Finding freedom from abuse.  An understanding of the proper use of cleaning equipment and products.  An understanding of safe working practices, particularly in relation to a shared house.  An understanding of and ability to practice confidentiality | D  E  E  E |  |
| **Qualifications** | A clean driving licence and car owner/ Having own means of transportation. | E |  |
| **Personal Attributes and Other requirements** | Personal Qualities  Ensuring Equal Opportunity.  Emotional Intelligence.  Commitment to user-focused services.  Commitment to self development.  Good standards of hygiene and personal presentation.  Be compassionate and empathetic with our client’s situations.  Act with integrity and respect when working with all clients, agencies and individuals.  Be optimistic about the possibility of personal growth and change.  Awareness of professional boundaries.  **Other Requirements**  The post is based in the refuge and across more than one site  The post is a part time job.    An enhanced DBS (Disclosure and Barring Service) disclosure will be required for this role. | E  E  E  E  E  E  E  E  E |  |

**27-08-2024**