

# DOMESTIC/LAUNDRY ASSISTANT



**PLYMOUTH**  
CITY COUNCIL

## Role Profile

<b>Title</b>	<b>Domestic/Laundry Assistant</b>	
<b>Grade</b>	GRADE B	
<b>Reference:</b>	<b>N912</b>	
<b>Reports to:</b>	Manager / Assistant Manager	
<b>Work style Definition</b>	Fixed base office worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	<p>To undertake all duties concerned with the domestic requirements of the establishment. This includes the cleaning of bedrooms, corridors and communal areas of the building.</p> <p>To provide a full laundry service to meet the needs of the service users and short breaks unit. Ensure equipment is in good working condition and the laundry room and linen closets are clean and tidy at all times. The post holder will have contact with adults with learning disabilities.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Clean the Unit which includes lounges, dining area, bathrooms, shower rooms, toilets, offices and hallways duties to include hoovering, polishing, bed making, cleaning sinks, mopping floors etc. (50%)</li> <li>▪ Monitor and check supplies of cleaning materials and take responsibility for stock control adhering to COSHH. (5%)</li> <li>▪ Work in accordance with Health &amp; Safety guidelines and to report any Health &amp; Safety issues to the management team. (5%)</li> <li>▪ Undertake daily laundry tasks. (30%)</li> </ul> <p>Whilst working with client group (people with Learning Disabilities) show respect for a persons right to dignity when going about cleaning duties. (10%)</p>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ The post holder will be required to follow straightforward instructions from the Unit/Duty Manager.</li> <li>▪ Adhere to Infection Control guidance and protocols.</li> <li>▪ Attend meetings and relevant training.</li> </ul>

<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Carry out window cleaning, carpet shampooing and cleaning of fridge/freezers, cooker and microwave on a rota basis (50%)</li> <li>▪ Order materials/supplies on a monthly/fortnightly basis and keep within set cleaning budget. (10%)</li> <li>▪ Ensure equipment is in good working condition and report any faults to the Duty Manager. (10%)</li> <li>▪ Carry out laundry duties to include service users' clothes, bedding, towels, curtains etc. Carry out ironing, return and put away laundry to service users' rooms or linen closets. (30%)</li> <li>▪ Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Literacy and Numeracy skills in order to complete basic work records</li> </ul>
<b>Desirable qualifications/knowledge</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of the needs of adults with learning disabilities</li> <li>▪ Moving and handling certificate</li> <li>▪ Basic first aid qualification</li> <li>▪ Awareness of Health and Safety / COSHH</li> <li>▪ Infection Control training</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working within a team</li> <li>▪ Experience of using cleaning equipment</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ The role requires judgmental skills, in order to identify straightforward solutions to simple cleaning related problems</li> <li>▪ Interpersonal and communication skills required to tactfully exchange straightforward information both orally and in writing with work colleagues and possibly service users parents or carers</li> <li>▪ Some demand for precision is required in the use of cleaning equipment and associated tools would be required e.g. Irons.</li> <li>▪ The ability to follow basic instructions and keep basic work records is required.</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	