

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Older People /Learning Disability  
**Grade:** KSA  
**Responsible to:** Team Leader / Unit Manager

**Purpose of the Job:**

Undertake general tidying, cleaning and laundry duties as directed by a Supervisor and in accordance with County procedures and practices and in compliance with Health & Safety Regulations and Fire Regulations, Equality & Diversity and safeguarding policies.

**Main duties and responsibilities:**

- Provide daily washing, drying, ironing and storage of client clothing and household linens using appropriate laundry equipment and in accordance with care labels to maintain satisfactory levels of clean laundry as required.
- Assist with the preparation, delivery and/or serving of food when required to enable the Cook to prepare and serve meals on time.
- Operate a variety of household appliances and equipment in accordance with the operator's manual and establishment practice in order to increase the efficiency and effectiveness of the job.
- Provide a daily cleaning service for all rooms including toilets, bathrooms, kitchen etc. in accordance with cleaning rota to maintain high standards of cleanliness and hygiene at all times.
- Attend staff meetings and one-to-one meetings with Team Leader on a regular basis to share and receive information with staff to contribute to the effective running of the establishment.
- Provide general tidying e.g. setting and clearing table, replenishing supplies, kitchen cleaning duties and washing-up under the direction of the Duty Cook, as required by the establishment, to enhance other daily duties and maintain a presentable and safe environment.
- Attend training courses as required and assist in the training of other premises support staff as directed.
- Undertake all aspects of the role with an awareness of the needs of service users, respecting people as individuals, regardless of age, ethnic origin,

cultural values, disability, gender, sexual orientation or religion, in line with the Directorates Equality and Diversity Policy.

- Undertake all aspects of the role with the physical and mental wellbeing of the client in mind, referring any issues of concern to the line manager, in accordance with the Directorate's Safeguarding Policy
- Comply with Health and Safety, Fire Regulations and other County policies to ensure that the safety of service users and colleagues is maintained.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Domestic Assistant*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Basic written and numeric skills</p> <p>Holding or willingness to work towards Food Hygiene level 2 certificate.</p> <p>Willingness to undertake specific Core training e.g. manual handling, First Aid and Hygiene Practice, Infection Control, Emergency Planning, Equalities and Diversities, COSHH, Safeguarding, First Aid, Adult Protection, Mental Capacity Act, Stress Management, Nutrition (if necessary) Conflict and Resolution etc. and all other training as required..</p>
<b>EXPERIENCE</b>	<p>Experience of cleaning (this can include voluntary, home environment or paid work)</p>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Use of a range of cleaning equipment and appliances</li> <li>• Able to complete basic time and job sheets or other basic forms required for the job</li> <li>• Able to recognise problems and report to Supervisor</li> <li>• Ability to communicate effectively</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance to the needs of the job</li> <li>• Able to recognise and to deal with emergency situations</li> <li>• Ability and commitment to support the Directorates Equality and Diversity Policy Statement which is an integral part of the Directorates service delivery and relationship with the client to respect people as individuals, regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion</li> <li>• Ability and willingness to attend other training sessions to ensure skills are up-to-date e.g. dementia, challenging behaviour</li> <li>• Ability and willingness to assist in the preparation of light meals and serve in conjunction with Care Workers.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of day to day use of equipment and appliances</li> <li>• Knowledge that is usually acquired based on “on the job training”, but often requiring some attendance of formal courses e.g. certificate in First Aid, safe operation of equipment, etc.</li> <li>• Awareness of Data Protection and confidentiality issues</li> <li>• Knowledge of Health and Safety procedures relevant to the job such as: Manual handling; safe use of machinery and/or equipment; COSHH ; Infection control; First Aid and Hygiene Practice</li> <li>• Knowledge of kitchen hygiene and equipment</li> <li>• Awareness of Adult Protection / Safeguarding issues</li> <li>• Awareness of how to deal with emergency situations e.g. fire</li> <li>• Awareness of lone working procedures and responsibilities</li> </ul>

	<ul style="list-style-type: none"> <li>• Awareness of and compliance with equality policy, procedure and legislation</li> <li>• Awareness of clients needs and perform duties whilst maintaining client dignity, discretion and respect.</li> <li>• Awareness of Mental Capacity Act</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>