

JOB DESCRIPTION

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| Job Title: | Housekeeper – Derngate Building |
| Reporting to: | Housekeeping Manager |
| No. of direct reports: | 0 |
| Department: | Facilities |
| Hours: | 4 per week |
| Grade: | 5 |

JOB PURPOSE

YMCA Milton Keynes and Northamptonshire operate a Psychologically Informed Environment (PIE). This means that we understand the environment within which we live, can have a huge impact on our self-esteem, self-worth, ambition and the behaviours that therefore follow.

The role of Housekeeper has responsibility for supporting our residents to help create a safe, secure, positive and well-kept environment within which they live.

The housekeeper will undertake cleaning and housekeeping duties predominantly in the communal areas of our Derngate building.

DUTIES & RESOPSIBILITIES

Cleaning of communal areas

- Sweeping floors with brushes or dust control mops.
- Mopping floors with wet or damp mops
- Hoovering of carpeted areas and 'spot cleaning' carpets.
- To dust, damp wipe, wash or polish furniture, edges, windowsills, external surfaces or cupboards, radiators, shelves and fitments.
- To clean toilet, hand basin and sink in communal area.
- To deep clean communal kitchen area including tiled splashbacks, surfaces and floors.
- Deep clean appliances when necessary.
- Empty rubbish and waste.
- To undertake any other reasonable duties as requested by YMCA Management.

Resident engagement

- Provide a responsive, friendly, and caring service. Providing a safe environment for young people to live.
- Interact with our young people by engaging in polite, friendly, small talk and day-to-day 'chit chat' building up a picture of residents, so you are able to spot signs of concern.
- Treat all residents as individuals, with individual needs.
- Act as the eyes and ears of the staff team, liaising with Supported Housing Colleagues when concerns arise, or in supporting residents to maintain their living environments.

Health and Safety

The post holder will take an active part in the health and safety culture within YMCA's and become responsible for reporting any concerns to the Health and Safety Committee. The post holder will:

- Be responsible for ensuring personal adherence to the YMCA's Health and Safety policy.
- Report ant any accidents to YMCA's Management, and completion of the accident book/management system.
- Report any concerns to the Supported Housing Manager or in their absence the Supported Housing Team
- The YMCA will supply all the necessary equipment to enable the post holder to fulfil the job role. All equipment should be kept in good working order and repairs should be reported as soon as possible to the Maintenance and Supported Housing Managers, and clearly marked and labelled as faulty. In addition, the post holder will:
 - Only use equipment he/she feels confident to use and/or had training to use.
 - Visually inspect equipment before use and not use any equipment that is broken, damaged or faulty.
 - Report any equipment or supplies that are required to the Supported Housing Manager.

SCOPE & LIMITS OF AUTHORITY

The post holder will be directed towards the scope of work to be covered each week. The post holder will however be expected to use their own initiative to carry out tasks as required.

It is essential that the post holder maintains confidentiality at all times.

PERSON SPECIFICATION

| KNOWLEDGE | ESSENTIAL ✓ | DESIRABLE ✓ |
|--|--------------------|--------------------|
| Knowledge of cleaning solutions and their uses. | ✓ | |
| Working knowledge of Health & Safety standards including COSHH | ✓ | |
| Understanding of the needs of our residents. | ✓ | |
| Working knowledge of the English language | | ✓ |

| SKILLS | ESSENTIAL ✓ | DESIRABLE ✓ |
|--------------------------------|--------------------|--------------------|
| Excellent attention to detail | ✓ | |
| Good interpersonal skills | | ✓ |
| Ability to work under pressure | ✓ | |

| ATTITUDE | ESSENTIAL ✓ | DESIRABLE ✓ |
|---|--------------------|--------------------|
| Takes pride in delivering high standards and excellent attention to detail. | ✓ | |
| Natural people person, friendly and caring. | ✓ | |
| Committed and flexible to the needs of the role. | ✓ | |
| Honest and trustworthy. | ✓ | |
| Enthusiasm for supporting positive change. | ✓ | |
| Able to work in sympathy with the YMCA Christian aims and purposes. | | ✓ |

