JOB DESCRIPTION

JOB TITLE   Deep Clean Operative

ACCOUNTABLE TO   Home Care and Support Services Manager

SUPERVISED BY   Service Co-ordinator

JOB PURPOSE

- To provide a high quality, responsive deep clean service that meets individual client needs in line with their support plan.
- To observe and promote client's choice, independence, dignity, privacy and fulfilment.
- To provide non-discriminatory support ensuring that cultural needs are respected.
- To establish and maintain good professional relationships with clients, their family and friends and other stakeholders.

DUTIES AND RESPONSIBILITIES

1. Provide domestic assistance in people's own homes.
2. Support people using the service with decluttering their space through sorting personal items that may include clothing, food waste, correspondence etc.
3. To ensure that properties are intensively and thoroughly cleaned according to the job schedule.
4. To ensure that all rubbish and waste from a job is disposed of through general waste collection or skip hire provided.
5. To ensure that carpet cleaning is carried out effectively with equipment provided and where this forms part of the job schedule.
6. Respect confidentiality at all times and work within current data legislation and guidance.

ADMINISTRATION

1. To maintain accurate and up-to-date records of support provided.
2. Maintain accurate records of financial transactions in line with Age UK's policy and procedures.
3. Submit client timesheets on a weekly basis.
4. To record visits by phone using a Telemonitor system (if applicable).

TRAINING AND SUPERVISION:

1. To participate in induction training and regular in-service mandatory training programmes.
2. To discuss with line manager further training and development needs and to undergo appropriate training as required.
3. To participate in regular supervision sessions and the organisation's annual Review and Development appraisal.
4. To participate in staff and team meetings.

REPORTING

1. To immediately report accidents and any serious incident including safeguarding issues in line with the organisation's procedures.
2. To immediately report any changes or concerns about clients including 'no reply' situations
3. Participate in the review of support plans as required.

HEALTH AND SAFETY

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

   Details of these and other Age UK Leicester Shire & Rutland policies can be found in F:\COMMUNAL FOLDER\POLICIES or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.

3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.

4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____   **Date _____**

Please print name: _____