 **Job Description**

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| **Department** | **children’s services** |
| **Job Title** | **GENERAL ASSISTANT** |
| **Grade** | **grade A** |
| **Primary Purpose of Job** | To ensure general cleanliness and high standards of hygiene are maintained throughout the home. To ensure that bedding, residents personal clothing and uniforms are clean and freshly laundered. |
| **Reporting To** | Registered Manager |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | General cleaning duties, including hovering, polishing furniture, cleaning/mopping floors throughout the building, cleaning bathrooms, clean kitchen and the outside of the house. |
| **2** | Laundry duties, including washing, drying, ironing of young peoples clothing |
| **3** | Make bed, cleans and tidy rooms |
| **4** | Operate equipment in a safe and competent manner |
| **5** | Report any faults to the managers or staff on duty |
| **6** | Report any concerns to the manager or staff on duty |
| **7** | Adhere to the Departments policy on confidentiality |
| **Date Job Description prepared/updated:** | **January 2024** |
| **Job Description prepared by:** | **Donna Jordan**  |

**Person Specification**

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| **Department** | **Childrens RESIDENTIAL Services** |
| **Job Title** | **general assistant** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to understand and follow instruction | Application Form/Interview |
| 2. | Ability to communicate clearly and effectively | Application Form/Interview |
| 3. | Ability to understand, respond and adapt to change | Application Form/Interview |
| 4. | Ability to prioritise work | Application Form/Interview |
| 5. | Ability to work as a team member | Application Form/Interview |
| 6. | An understanding of the need for confidentiality | Application Form/Interview |
| 7 | Ability to be flexible to meet any changes in the priority of order of tasks needed to be completed in the homes  | Application/Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Previous experience in this area | Application Form/Interview |
| 2. | Be able to undertake training as and when required | Application Form/Interview |
| 3. | Experience of team work. | Application Form/Interview |
| **3. Work Related Circumstances**  |
|  | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
|  | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
|  | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods. | Interview |
|  | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods. | Interview |
|  | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview |
|  | A policy of no smoking will apply | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| **2. Experience/Qualifications/Training etc** |

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| **Date Person Specification prepared/updated** | **January 2024** |
| **Person Specification prepared by** | **Donna Jordan**  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





