

JOB DESCRIPTION

Company:	ClwydAlyn Housing Limited
Job Title:	Extra Care Domestic / Catering Assistant
Responsible to:	Scheme Manager or in their absence the senior person on duty
Grade:	Res rate 1
Qualifications:	Experience in a domestic environment; Basic Food Hygiene or Catering Qualification or experience in a relevant domestic environment

1. Purpose of the Post

- 1.1 To provide a cleaning service within the scheme. To work alongside tenants / leaseholders and staff in providing a clean and safe living environment. To make orders and maintain the cleaning supplies for the scheme.
- 1.2 Responsible for the preparation, cooking and presentation of nutritious and attractive meals in accordance with the menus. Transfer food to serving area and tables, assists in maintaining adequate supplies and a sanitary environment. Performs all duties in a safe and efficient manner.

2. Knowledge & Abilities

- 2.1 Ability to maintain to an acceptable standard in all designated areas, a clean and safe living environment.
- 2.2 To have an understanding and be alert to any health & safety issues that may arise and notifying the Scheme Manager.
- 2.3 To have a good working knowledge of COSHH i.e. Control of Substances Hazardous to Health Regulations 1994.
- 2.4 Ability to ensure that the food is delivered to the restaurant(s) or tenants'/leaseholders' apartments in the correct, safe manner. Prepare any trays that may be required in an attractive and accurate manner. Ensure that left over foods are properly preserved or disposed of.
- 2.5 Ability to assist the chef / cook ensuring that food supplies are received in good condition and stored properly.

2.6 Maintains work areas in a clean, orderly and safe condition. Recording and maintain all documentation required for HACCAP and for inspection.

3. Managing Others

3.1 Assist new and less experienced staff to become familiar with the work as indicated by the Scheme Manager.

4. Working with Others

4.1 To perform cleaning tasks alongside tenants / leaseholders and staff to ensure that their needs are met.

4.2 To work in a way that promotes the tenants' / leaseholders' rights, choice, independence, privacy and dignity while conducting your duties.

3.1 At times work alongside other members of staff to ensure that the tenants' / leaseholders' needs are met.

5. Problem Solving / Decision Making / Innovation

5.1 To develop and maintain a stock control system for the scheme of all cleaning and laundry supplies and equipment.

5.2 To assist the chef / cook in planning nutritious and attractive menus / meals in accordance with the menus.

5.3 Ability to respond positively to tenants' / leaseholders' requests, reporting to the chef / cook what they may want within the scheme's budget.

6. Use of Technology

6.1 To be able to use various types of cleaning and laundry equipment provided by the scheme.

6.2 Ensure that equipment and utensils are in proper and safe operating condition.

6.3 Follow manufacturers' instructions in the operation and use of all equipment and chemicals.

6.5 Follow manufactures' instructions in operation and use of all equipment and chemicals ie COSSH.

7. Budgets and Cash Handling

7.1 To handle any financial transactions in line with Group's policies and procedures.

8. Unsocial Conditions / Special Circumstances

- 8.1 To work flexibly on a rota system, some of which may be unsociable
- 8.2 To respond flexibly to requests to cover additional shifts or to cover in the cases of emergencies or holidays.
- 8.3 As part of the cleaning tasks around the home you will be required to work in conditions that are dirty and unpleasant.
- 8.4 To be aware of the increased risk that unsupervised cleaning solutions pose to individuals within the scheme and respond appropriately.

9. Group Core Responsibilities

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.
- 9.3 To comply with the Group's Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Group Chief Executive, Group Chief Executive or Board of Management.