



Job Description & Person Specification

Job Title	Housekeeping Support Worker
Department	Housing
Location	High Wycombe Buckinghamshire
Reporting to	Supported Housing Manager
Responsibility for	NIL
Budgets	NIL
Grade	G1
Vetting	An Enhanced Disclosure is required for this position
Travel	NIL

Main purpose of role

One YMCA is entering a period of rapid expansion and growth, with aspirations to both diversify and strengthen our housing provision. Whilst part of a rapidly expanding staff team, currently with over 100 employees, this role is part of a team of specialist workers delivering accommodation and support to Single Homeless Individuals, as part of the local Homelessness Prevention Pathway, in line with the organisations overarching mission of ending homelessness and rough sleeping. Helping each resident to progress towards independence and independent living.

Support will be delivered intensively on a person centric and individual needs basis, utilising a dynamic and innovative multi-agency, and positive value based culture and shared goals approach. Resident will be supported to identify and focus on realistic and achievable short, medium and long term goals.

This is an exciting time to be joining One YMCA as we embark on an ambitious plan to grow our housing service and double the impact we have across all our accommodation sites.

If you feel that you have the necessary skills and experience to foster a culture of excellent customer service, genuine care for residents, a strong sense of team spirit to maximise outcomes / increase the impact for residents we would welcome your application.

Role specific responsibilities

This job is responsible for providing support to the Service Manager in the effective provision of Domestic services within one of our hostel locations. Areas for housekeeping include high quality housing hostel, conference facilities, staff offices, and areas used by the public. Our residents have a variety of support needs, including mental health issues, offenders, and family breakdown, alcohol, and drug dependency issues.

The primary focus of the role is to provide high quality services within all areas of the site, whilst also providing support to residents as part of the wider housing team.

The key elements of the post are to:

- Maintain a clean environment for staff, residents and the general public at assigned YMCA sites.
- Work in conjunction with the Supported Housing Team to help residents develop interpersonal skills and positive behaviours.
- Work towards and achieve the agreed Key Performance Indicators and performance objectives and ensure a high level of service is provided at all times.

General responsibilities

The post holder's main duties will include:

- Cleaning of all hostel and other allocated office and public areas, including all allocated rooms, corridors, bathrooms, showers, toilets, including vacuuming regularly, wiping ledges, sweeping stairs, cleaning glass, dusting and washing floors.
- Delivering used linen to the laundry and recording linen used as required
- Emptying bins and removing rubbish from designated areas, including taking rubbish to basements/designated bins.
- Maintain adequate supplies of toilet requisites in bathrooms and toilets.
- Ensure the cleanliness of the YMCA site is maintained to the required standard
- Follow the work schedule and complete within time allocated
- Provide a high level of customer service to staff, residents and general public.

Work with Residents:

- Work with residents to overcome isolation by encouraging participation in day to day activities as appropriate to the role
- Help residents to develop domestic skills, 'good neighbour' skills and in the safety and security of their home environment
- Communicate with the supported Housing Team in relation to any service user issues.

Health and Safety / Compliance

- Comply with health and safety procedures and requirements (eg COSHH) including when using cleaning chemicals, reporting incidents, wearing protective clothing etc.
- All housekeeping staff must be issued with sharp resistant gloves and a radio, both of these items are for your own safety.
- Gloves to be worn every time you handle rubbish bags or cleaning areas where you can't see, as in tops of item, blocked toilets systems ect.
- Radios to be on your person at all times not left on trolleys or in staff room-these need to be on you, so you can call for assistance, if required.
- All staff need to comply with company directives as in
 - Completing all training, either using computer in office or your own computer at home
 - At least weekly sign into the computer and read any emails that have been sent to your company emails and action any request from this at the news at one issued on Friday each week, so you are aware of any news, briefings etc that the business is notifying all staff about
 - There is no excuse not to abide with the above

Key Working Relationships

- Work collaboratively with colleagues at all levels within the organisation to ensure the smooth running of the department.

Physical and machinery operation activities

- Cleaning is of a physical nature and requires bending, kneeling down, walking, standing, climbing stairs, reaching, pushing and pulling objectives
- Use and store cleaning equipment safely and in line with manufacturer's requirements, including steaming machine, scrubbing machine, polisher and carpet cleaner

General

- Carry out other specific tasks as instructed by the Line Manager.
- Achieving performance objectives set by the Services Coordinator.
- Ensure YMCA policies and procedures are adhered to at all times.
- Undertake training and development as required for the position.
- Attend staff and organisation meetings when required.
- Undertake other tasks as delegated

Person Specification

Key Skills and Attributes

- Excellent written and verbal communication skills, with an ability to engage an audience and effectively deliver the target message.
- Innovative and solution focused, always striving to exceed expectations for the organisation and personally.
- Confident and approachable, always seeking to enhance and add to your colleagues experience at work

Knowledge and Experience

- Good organisation skills, with the ability to co-ordinate and prioritise workloads to ensure deadlines are met.
- Empathy with people with special needs.
- Substantial knowledge and experience of working within the Housing / Support arena within a comparable or similar sector.

Qualifications or training required (or appropriate demonstrable experience)

- Qualification in a related field (eg housing, social care) (Desirable)

Role competencies, from One YMCA's Competency Framework

We ask all colleagues at One YMCA to behave in line with our company values of Respect, Compassion & Growth. Here are the behaviours which we will look to you to demonstrate in your day-to-day work with us.

Respect:

I treat everybody with dignity and respect.
I follow the principles of EDIB in everything that I do.
I do what is asked of me to the best of my ability.
I work within my professional boundaries.

Compassion:

I support the needs of colleagues and service users.
I approach challenging situations with empathy and care.
I act with desire to make people's lives better through my work.
I know when to escalate difficult issues to my manager.

Growth:

I make sure I understand the purpose of my role.
I look for ways to improve my contribution and use my initiative.
I solve problems when they occur or find solutions with my manager.
I take responsibility for my development whilst listening to my manager's advice.
I keep up to date with new information and processes in my role.