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| **Cleaner – Supported Housing Services** |
| **Department:** Supported Housing | **Reports to:** Scheme Manager / Supported Housing Manager  |
| **Direct Reports: N/A** |
| **Main Purpose of the Job** * To maintain high standards of cleanliness in our schemes and be fully compliant with all health and safety policies and procedures.

**Overview of Role** * As directed by the service Manager, to maintain high standards of cleanliness causing minimal disruption to tenants.
* To uphold and comply with the statutory provisions of the Health & Safety at Work Act 1974 and any other relevant legislation, including the use and storage of COSHH regulated products. To understand and comply with Outward’s Health & Safety Policy and contribute to good health and safety practice as appropriate.
* To demonstrate an empathy with vulnerable people, and have good interpersonal and working relationships skills.
* Provide cover at other sites when required.
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| **Main Responsibilities*** You will be required to carry out routine cleaning as directed and as applicable including:
* To sweep, dust and mop all hard floor surfaces as directed.
* To spot vacuum/thorough vacuum all carpeted floors, upholstered furniture and other areas as designated.
* To dust, polish or wash all furniture, fixtures, fittings, surfaces, pipes and skirting boards up to hand height as directed. High level dusting to be carried out as required using high dust control extending frame.
* To clean all communal sanitary areas as designated, to include all toilets, urinals, sinks, basins, showers, baths and associated fixtures and fittings.
* To clean food preparation areas and equipment (eg microwave, oven).
* Report to the service Manager when consumables need replacing (eg hand towels, toilet rolls, hand soap).
* To clean telephones, and office furniture and equipment.
* To empty, replace and clean wastepaper bins and ashtrays as required.
* To remove rubbish to designated collection points, including all recycling items. Waste to be collected in rubbish bags.
* Where applicable, to assist the caretaker to carry out all floor maintenance duties as directed, including the following as required:
	+ Spray cleaning, machine buffing, stripping floors of water based polishes, re-polishing floor using water based polishes, machine scrubbing, hand stripping/scrubbing, maintaining unsealed wooden floors with wax polishes, the application of oleo resinous seals to wood floors, and carpet cleaning.
* To regularly remove all finger and scuff marks, splashes etc from doors, windows, walls and paintwork, and to thoroughly clean these items as required.
* To wash walls, tiles and ceilings above hand height as required using equipment supplied. This work to be done by operative from floor level.
* To remove graffiti, chewing gum etc, using procedures as directed.
* To thoroughly clean venetian blinds and any other blinds as required using methods and equipment as directed. This work to be done by operative from floor level.
* To maintain the high standard of cleanliness and good condition of all machinery and equipment used, and to report any faults to the service Manager.
* To be aware of fire prevention and drill procedures.
* To lock doors and return keys to designated place as required. To maintain security of buildings, closing and locking windows as required.
* To respect and maintain tenants’ confidentiality and comply with Outward’s Data Protection Policy.
* Be conversant with procedure to follow in an emergency of fire, evacuation and/or lift breakdown.
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| **Additional Responsibilities** * To work in a cooperative way at all times with other departments and external agencies.

• Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs.• Attend training courses and meetings and also out of hour’s emergencies as required. Ensure confidentiality of tenant information and also commercially sensitive information, ensure that you maintain professional boundaries at all times and follow Outward’s Code of Conduct. • To at all times undertake your role in a professional and responsible manner, maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Outward.* In an emergency provide appropriate assistance to tenants in line with guidance provided.
* Report any concerns about the welfare of tenants and breaches of tenancy to the support team.

Promote and implement the Outward Equal Opportunities Policy in all aspects of your work and dealings with outside bodies.• Familiarise yourself with the organisational policy and procedures relevant to the role and adhere to these at all times. • Support and assist the service Manager as required.• Undertake any other duties commensurate with the general level of responsibility of the post as required by the service Manager or a member of the Outward Senior Management Team. |

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| **PERSON SPECIFICATION****Cleaner – Supported Housing Services** |
| **Essential**  | **Desirable** | **Assessment (Application / Interview / Test)** |
| **Education and qualifications** |
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| **Experience, Knowledge and understanding** |
| One year’s experience of working in a similar role. |  | A |
| Knowledge of health and safety practices and COSHH |  | A/I |
| Knowledge of colour coding and infection control |  | I  |
| Knowledge of kitchen hygiene  |  | I |
| Knowledge of sanitary and washroom hygiene  |  | I |
| **Technical and Practical Skills** |  |
| Understanding of hard floor care |  | I |
| Understanding of carpet care |  | I |
| Ability to prioritise work in an environment which may have conflicting demands. |  | A/I |
| Ability to use initiative to plan and manage daily workload. |  | A/I |
| **Customer Service and Quality Focus** |
| Be able to demonstrate an empathy with older people and have good interpersonal and working relationships skills. |  | I |
| Understand the importance of confidentiality and data protection |  | A/I |
| Committed to working in an anti-discriminatory way with adults at risk |  | A/I |
| **Personal Attributes** |
| Be an ambassador for Outward |  | I |
| Show creative thinking using initiative and finding practical solutions to problems |  | A/I |
| Be able to work consistently and collaboratively to agreed goals and to be able to take instruction  |  | A/I |

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| **Our values** |
| **Engaging***We listen to what people say, we involve people, we are honest and open* | We act responsiblyWe appreciate and respect individuals We are welcoming and inclusive  |
| **Enabling***We facilitate, we assist and we support to make things happen* | We are committed, passionate and hard working We support to people make informed choicesWe build upon excellence |
| **Empowering***We inspire and we encourage, supporting people to take control* | We are flexible and creativeWe learn, question, challenge and reflect |
| **Safeguarding statement** |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.  If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. |