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**General Assistant (Care)**

Career Band 1

**What you do**

**Role Profile**

You believe in Abbeyfield's values of Caring, Openness, Honesty and Respect, and apply these in all of your dealings with residents, staff and visitors.

Residents’ wishes and preferences must be respected. You consult them regularly to ensure they are happy with how their cleaning and housekeeping is being carried out, as their needs may change.

You have high standards of hygiene and infection prevention and control and apply these at all times.

You ensure you have an up to date DBS certificate to entitle you to work in a regulated environment.

You care for the welfare of each resident and build relationships with them on the understanding that you work in their home rather than them living in your workplace. As such you are flexible as required to achieve excellence.

You personally respect the rights, differences and dignity of all of our residents and consider this within all dealings and decisions regarding each resident. You also apply this level of respect to your colleagues and all visitors and maintain confidentiality at all times.

You are open and honest in your communications and strive to continuously improve whilst taking responsibility for your actions, taking part in training, attending meetings and seeking feedback.

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We want to keep our Homes as welcoming as possible. Every resident should enjoy a clean and well maintained environment that is presented to the highest standard. Your role is key to this.

You work within the cleaning and housekeeping schedules as set by the Home Manager. These duties may cover cleaning of the residents’ bedrooms, the communal areas and offices.

You respect residents’ wishes and preferences. And you work well as part of a team to ensure all residents’ needs are met in relation to cleaning, housekeeping and infection control.

Your role may also include ensuring that every resident enjoys clean and well maintained laundry that is well presented. This includes cleaning, ironing and folding clothes and linen.

You are responsible for the use of housekeeping equipment and cleaning products and use these in line with agreed budgets and COSHH requirements. You aim to reduce wastage and report any defects in a timely manner.

Finally, you’ll also ensure that store areas and equipment are kept clean, hygienic and tidy at all times.

**How you do it**

You care. You set your standards of cleanliness and hygiene high and never cut corners.

Success for you and Abbeyfield is:

* Residents feel comfortable and happy with all areas of the home feeling clean, fresh and welcoming.
* You are part of an effective team and contribute as a valued and approachable team member.
* You are personally continually improving due to your efforts, positive attitude and the support of your team, managers and the Company.
* The reputation of Abbeyfield is enhanced by your contribution to a happy environment and CQC and COSHH compliant processes and procedures.
* You work in a way that is in line with all of your personal objectives and to contribute to achievement of the homes overall objectives as stated in the ‘Our Service Standards’ document.

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* A caring person who is compassionate, and understands the needs of older people.
* Able to communicate and interact well with a wide range of people in varied situations.
* Able to read, write and work with numbers to a good standard.
* A strong and supportive team player.

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**Why you do it**

**About You**

* Are experienced in working in a similar role.
* Are experienced in working within services for older people.

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**You must be:**

**It would be even better if you:**