**Title:** Domestic

**Responsible to:** Senior Services Officer

**Hours of work**: Average of 37½ hours between the times of 7.00am – 6pm, over 7 days a week including Bank Holidays.

**ORGANISATIONAL AIMS:**

To provide temporary hostel accommodation to homeless people

To develop a range of accommodation options and individual capacity building

To manage the Association and its projects with good practice and within statutory guidance

**OUR VALUES:**

Because we CARE and have COMPASSION we want to MAKE A DIFFERENCE.

Our aim is to EMPOWER and SUPPORT people.

We do this with RESPECT and EMPATHY, mindful of the EQUALITY of all.

**Main purpose of job:** To provide a clean and safe environment for service users, staff and members of the public.

**MAIN RESPONSIBILITIES:**

1. **To be familiar with all the procedures, policies and task instructions of the Domestic department and organisation and to adhere to them at all times. In particular:-**
2. To carry out a daily cleaning programme, including communal and public areas, ensuring required standards are maintained.
3. To prepare vacated accommodation for re-let, reporting any areas of concern.
4. To collect used bed linen on laundry days and replace with clean.
5. To be responsible for removal and storage of ex-residents’ belongings.
6. To assist with monthly room checks, reporting any maintenance and/or health and safety issues.
7. To assist with additional cleaning/ “spring cleaning” duties as required and requested including other properties managed by the YMCA.
8. **To carry out other duties that reasonably fall within the scope of the post:-**
9. Responding to emergencies / crisis
10. Attendance at meetings deemed appropriate by the Services Manager.
11. Participation in training and supervision.
12. You must work constructively with other departments within the YMCA Cardiff Group.
13. Assisting with jobs that usually fall to another member of staff, but in whose absence, failure to carry out the work would present a risk or offence to others or would be detrimental to the Associations ’ service provision.
14. To be able to respect the Christian ethos of the YMCA and uphold its values.

**PERSON SPECIFICATION**

**JOB TITLE: Domestic**

**ESSENTIAL:**

* Experience working in a similar field (e.g. hotel work)
* Basic literacy skills
* Good verbal communication skills
* Ability to work independently and as part of a team
* Ability to work unsupervised
* Ability to relate to people from a wide range of backgrounds
* Ability to remain calm under pressure
* Professional approach to confidentiality, boundaries and anti-discriminatory practice
* Reliable, dependable, punctual and flexible
* To respect the Christian ethos of the YMCA and uphold its values
* Be able to demonstrate our core values of respect, empathy and equality in daily work

**DESIRABLE:**

* NVQ Cleaning & Support Services
* Qualifications in first aid/health & safety/fire safety
* Understanding of homelessness and housing problems.
* Basic IT skills
* Assertiveness