



## **Nottingham Central Women's Aid (NCWA)**

Post Title:	Domestic support assistant
Responsible to:	Management Committee/ Manager
Location:	NCWA Refuge
Hours:	12.5 hours per week. Working hours will be Monday to Friday 2 hours a day 4 days per week and one longer shift of 4.5 hours usually between 8 am and 12.30pm exact hours to be agreed with the appointed candidate.
Salary:	At a rate of £10.08 per hour/ £6,652 per annum. (£19,656 FTE)
Contract:	Permanent subject to funding (currently funded for 1 year from start date)

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### **GENERAL DESCRIPTION**

The post holder will join our team to ensure that we provide a clean and safe environment for our service users, staff and volunteers, ensuring compliance with infection control procedures, COSHH and other relevant policies and procedures. Working in accommodation for women and children who have experienced or are experiencing domestic or sexual violence and abuse, the post holder will be relatable, flexible, and capable of working in a professional manner with minimum supervision. They must be prepared to manage a wide range of duties and able to work within a confidential and safeguarding environment.

**A full Disclosing and Barring Service check will be required for this post.**

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## **MAIN DUTIES:**

- To carry out daily cleaning, tidying and deep cleaning duties in all areas of the refuge both inside and outside the buildings
- To encourage and support residents to adhere to the cleaning rota duties as required according to their needs
- To clean and prepare rooms along with support staff to ensure they are ready for new residents as required
- To encourage residents to be environmentally friendly, reducing their impact on the environment and being mindful of reusing to reduce waste and understanding the recycling systems used within the refuge
- To maintain a safe and healthy environment, ensuring good housekeeping at the refuge, within agreed procedures including actively taking part in risk assessments and health and safety checks
- To support with washing, cleaning and organisation of donated items
- To communicate with the team daily regarding health and safety and safeguarding

### **General Duties**

- Ensure that all cleaning equipment is correctly and safely used and kept in a safe condition and stored appropriately. Reporting any defects to the manager.
- To ensure the residents cleaning items are fully stocked for their use
- To ensure that PPE equipment and hygiene items are restocked on a regular basis
- To support staff with shopping for cleaning products and complete stock taking duties
- To maintain accurate and up to date records for COSHH.
- To assist residents during their time living in refuge in relation to cleaning or gardening
- To work as an effective team member ensuring good communication with residents, volunteers, partners and management.
- To complete basic maintenance and report other maintenance issues as they arise
- To take part in a basic legionella testing rota
- To maintain the garden areas to be clean and safe
- To ensure all necessary documentation is completed daily
- To be fully aware of and implement the organisation's Equal Opportunities and Safeguarding Policies and procedures and to attend appropriate training as required.
- To communicate suggestions, complaints and grievances of residents appropriately passing information to support staff to record.
- To carry out any other duties, commensurate with grade and post which may be reasonably required for the running and development of the project.
- To work flexibly to occasionally attend meetings

This list of tasks is not an exclusive one and the management committee may vary duties from time to time.

This job description is subject to regular review.

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### **Domestic Support Assistant Person Specification**

<b>Attributes</b>	<b>Essential</b>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• To be aware of the importance of a confidential environment</li><li>• To implement and comply with COSHH regulations</li><li>• To comply with Health and Safety at work regulations</li><li>• To adhere to infection control policies at all times.</li><li>• To ensure the correct use of PPE.</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• To be sensitive to the privacy and individual needs of the residents.</li><li>• Ability to manage self and a commitment to continuing personal development</li><li>• Ability to achieve results</li><li>• Ability to communicate effectively</li><li>• Ability to work effectively in a team and independently.</li><li>• Ability to build relationships with women and children</li><li>• Ability to stay calm under pressure</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Previous cleaning or domestic support</li><li>• Previous experience within a support environment</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• An interest in supporting vulnerable women and children</li><li>• A willingness to undertake safeguarding training for adults and children</li><li>• A non-judgemental attitude</li><li>• A 'can do' attitude</li><li>• An interest in gardening</li><li>• An interest in environmentally friendly ways of working</li><li>• Physically fit to undertake the role</li><li>• <b>An interest in basic DIY/maintenance would be an advantage but is not essential</b></li></ul>

Appropriate qualifications relating to any of the above will be an advantage.