

General Assistant

Care & Support (C&S)

| Overview | |
|---|--|
| Role Purpose | To support in the delivery of excellent care and support to customers, enabling them to live life to the full |
| Responsible for | <ul style="list-style-type: none"> Cleaning communal areas Create and maintain a welcoming atmosphere Where relevant, working with catering staff to maintain cleanliness, set tables and serve meals |
| Reports to | Cook / Service Co-ordinator / Manager |
| Line management | n/a |
| Tier | 12 |
| Expectation Level | Colleague Level |
| Role relationships | |
| Internal | All colleagues based in our services, including those delivering housing management services to our customers and management |
| External | Families and carers of our customers and agencies working with us to support our customers |
| Role accountabilities | |
| Key tasks: | |
| In all services | |
| <ul style="list-style-type: none"> Clean communal areas of the premises, including lounges, hallways, staircases, lifts, communal toilets and bathrooms, etc. Support managers to create and maintain a welcoming, supportive atmosphere at the service Follow local procedures and health and safety guidance, ensuring you work safely and ensuring the premises are safe and clean, reporting health and safety concerns promptly to managers | |
| In services with catering | |
| <ul style="list-style-type: none"> Work with catering staff to maintain cleanliness of kitchens and dining areas, including keeping equipment and utensils clean and safe and ensuring crockery and cutlery are clean and ready for use at mealtimes. Serve meals to customers, setting and clearing tables, ensuring customers receive the meal of their choice | |
| Delivering services to customers | |
| <ul style="list-style-type: none"> Be aware of customers, their needs and their safety; report any concerns about customer wellbeing, behaviour or personal safety to a member of the service delivery team immediately | |

- Acknowledge any customer concerns, responding to and/or escalating to senior staff, as required by NHG policy and procedure
- Always maintain a positive and respectful attitude to customers, other staff, contractors and visitors to the service
- Always work within professional boundaries
- Always deliver work to a consistently high standard, in line with requirements of the service, as instructed by your line manager, other managers and support staff

Efficient use of resources

- Follow instructions and guidance in the use of equipment to ensure you use as designed, and in a safe and effective way
- Plan your working time to ensure you work efficiently and effectively, using good organisational practice
- Support your colleagues and managers to respond to emergencies in a timely and appropriate manner
- Report to management any concerns regarding the physical state of the premises

Organisational and management expectations

- Follow local and NHG policies and procedures relevant to your role
- Demonstrate genuine equality, diversity and inclusion in all aspects of customer and colleague interaction and service delivery
- Maintain and update written records where required

Team working

- Work collaboratively with colleagues, sharing knowledge and information where appropriate and aiding where necessary
- Contribute in formal and informal settings to the development of service improvements aimed at enhancing the experience of customers and their families/carers
- Develop a positive relationship with all customers, staff and visitors by becoming an integral part of the team

Personal development

- Actively participate in learning and development activities to develop your skills, tasks and responsibilities of the post
- Work on your own initiative

Other duties:

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant health and safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

| Personal Specification | |
|--|--|
| Professional expertise (know how & experience) | |
| Essential | Desirable |
| <ul style="list-style-type: none"> Using your own initiative (essential) | <ul style="list-style-type: none"> Working in services for customers with similar care and/or support needs in a health, social care or housing setting (desirable) Knowledge and awareness of issues relating to older people (desirable) |
| Skills | |
| Essential | Desirable |
| <ul style="list-style-type: none"> Good working knowledge of IT systems (essential) <p>Able to read and write legibly (essential)</p> | |
| Qualifications and/or professional membership | |
| Essential | Desirable |
| <ul style="list-style-type: none"> Basic Food Hygiene certificate (in catered services) | |

| NHG Expectations |
|--|
| <p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a COLLEAGUE LEVEL expectation level and therefore you should refer to the COLLEAGUE LEVEL expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p> |

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

| Safeguarding | |
|--|---|
| Any appointment to this post is conditional upon and subject to: | <ul style="list-style-type: none">Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS) |