

BIRMINGHAM & SOLIHULL WOMEN'S AID JOB DESCRIPTION



POST: Refuge Housekeeper

HOURS OF WORK: 22 hours per week

SALARY: £15,699.08 per year

JOB PURPOSE:

- To ensure BSWA's refuge accommodation is maintained to a high standard of cleanliness and maintenance, creating a safe and welcoming environment for women and children.
This post will be is to cover one of our Birmingham refuges, but some cover may be required at any of our refuge sites (in Birmingham and Solihull) from time to time.
The 22 hours will need to be worked primarily over 5 days and between the hours of 9am and 5pm.

RESPONSIBLE TO: The Refuge Manager

DUTIES AND RESPONSIBILITIES

HOUSEKEEPING:

- To develop and maintain daily/weekly/monthly programmes of work, as agreed by your line manager, to ensure that the refuge is cleaned and maintained to a high standard
- To prepare flats/rooms for occupancy as soon as they become vacant
- To clean staff areas including offices, staff kitchen and bathrooms
- To ensure that the refuge is appropriately stocked with the resources necessary to keep the refuge clean and maintained
- To draw up requisitions using a purchase requisition pro forma for cleaning materials. This is to be agreed with your line manager
- To purchase equipment either by ordering from agreed suppliers or suppliers or by shopping using petty cash, with your line manager's agreement
- To ensure there is a supply of tea, coffee, milk, sugar etc. in the staff kitchen
- To launder bed linen, towels and duvets, as flats become vacant
- To ensure that goods left behind by ex-residents are kept as per the license agreement and disposed of as soon as the requisite time has expired
- To report maintenance issues
- To carry out regular room checks as directed by the Refuge Manager
- To carry out and record monthly maintenance checks with a colleague

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- To carry out Health & Safety checks and maintain Health & Safety standards in the refuge

ADMINISTRATION:

- To work within BSWA's administrative and financial systems
- To keep accurate records of financial transactions in line with BSWA's procedures
- To ensure that Health and Safety and maintenance records are kept up to date
- To complete room availability records

COMMUNICATION:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers and service users by:
 - Maintaining BSWA communication records
 - Following safety procedures
 - Attending team meetings
- To attend in-house training
- To attend support and supervision sessions with your line manager
- To develop a professional working relationship with external agencies

TRAINING:

- To identify and attend training relevant to the post in agreement with your line manager.

GENERAL:

- To maintain the confidentiality of the women and children using the service and, in all matters, relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA
- To work within BSWA and local multi-agency child and adult safeguarding procedures
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice
- To undertake any other duties required by BSWA, which may arise and commensurate with the post

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PERSON SPECIFICATION

COMMITMENT AND UNDERSTANDING:	FORM	INTERVIEW	TEST
Commitment to services for women and children affected by domestic violence	X	X	
Commitment to work within BSWA ethos, policies and procedures		X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

EXPERIENCE:	FORM	INTERVIEW	TEST
Of carrying out health and safety checks to comply with legislation and organisational needs	X	X	
Of working in a residential setting to ensure that the building is well cleaned and maintained	X	X	

SKILLS:	FORM	INTERVIEW	TEST
Ability to manage own workload and prioritise tasks	X	X	
A sensitive approach to working with vulnerable women and children	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team	X	X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	

DESIRABLE:	FORM	INTERVIEW	TEST
An understanding of domestic violence	X		