

The need to access social care services can be a stressful and difficult time for people.
We will show empathy, sensitivity, compassion and understanding at all times.

Kind	Behaviour we expect	Behaviour we will not accept
	<ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner, smile & make eye contact ✓ Help anyone who appears lost ✓ Listen to the wishes and preferences of service users ✓ Treat service users & colleagues with dignity & respect ✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance 	
Safe	<ul style="list-style-type: none"> ✓ Follow THE FED's procedures for health & safety and infection control ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to enquiries & requests for help ✓ Ensure appearance is professional & name badge is visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Ensure the safety & wellbeing of the people we support 	<ul style="list-style-type: none"> ✗ Abuse of any kind of service users ✗ Forgetting we are here to provide a service to people ✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff ✗ Appearing unapproachable or moody ✗ Imposing personal beliefs and opinions on service users ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional Appearance ✗ Being unsupportive of change/of new ideas for improvement ✗ Moaning and demoralising others without making an attempt to change things ✗ Bullying or abuse of colleagues
Excellent	<ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ Respect service users/customers time; apologise & explain if we keep people waiting ✓ Question poor practice process & behaviour ✓ Access opportunities for learning & development ✓ Uphold the values and be proud to be part of THE FED 	

THE LOOKING AFTER EACH OTHER FED

PERSON SPECIFICATION

Post Title: Housekeeper/ Twilight Housekeeper

Department: Housekeeping

* Key: AF = Application Form C = Certificate I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Qualifications			NVQ Level 1 / 2	C / AF / I
			COSHH Training	C / AF / I
Experience	Housekeeping Duties including Public Areas, Toilets, Bathrooms , Flats & Offices	AF / I	Working with Vulnerable Adults / Elderly	AF / I
			Dementia Training	C / AF / I
Personal Qualities	Excellent Communication Skills including Speaking & Understanding English.	AF / I		
	Excellent Customer Care Skills	AF / I		
	Self Motivated as you will be required to work alone.	AF / I		
	Able to demonstrate / Understanding the importance of maintaining clients Dignity / Privacy / Respect.	I		
Knowledge			To have knowledge & understanding of COSHH / Colour Coding / Health & Safety / Manual Handling & Cross Contamination	C / AF / I
			To have an understanding of the Jewish Culture & Practice	AF / I

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Attend all Mandatory Training			
Additional Requirements	Knowledge of Basic Health & Safety requirements	AF / I		
	Committed to providing excellent standard of service	AF / I		
	A sensitivity to the cultural and religious needs of Jewish people	AF / I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values.	AF / I		