

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 	<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
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"> ✗ 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: Laundry Assistant

Department: FMS

* 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				
Experience	Laundry Work	AF, I		
	Ability to sew	AF, i		
	Able to do minor alterations on clothing	AF, I		
Personal Qualities	Friendly and approachable	I		
	Ability to work alone as well as part of a team	I		
Knowledge	Able to use a sewing machine	AF, I		

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Good written and verbal skills	AF, I		
	Motivated	I		
	Committed to team work	I		
	Reliable	I		
	Ability to prioritise workload	I		
	#good organisational skills	I		
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		