

Dunedin Canmore

Job Profile

Job Details			
Job Title	Scheme Cleaner	Section	DC Housing
Division	DC Housing	Report to	Retirement Housing Manager
Grade	Scheme Cleaner	Date completed	August 2021
Disclosure Level	Basic		

Job summary

The Scheme Cleaner is responsible for ensuring that the Retirement Housing Scheme is maintained in a clean and tidy manner in accordance with the Group's procedures and standards laid down by the Retirement Housing Manager.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Scheme Cleaner to be able to demonstrate the following behaviours and competencies:

- Ability to treat tenants with dignity and respect
- Ability to work alone
- Aware of difficulties older people may have, and what actions to take if concerned
- Able to communicate well with older people
- A pleasant and helpful manner

Person Specification

Experience

Essential

- Experience of maintaining a clean and tidy environment
- Awareness of difficulties older people may have, and what actions to take if concerned
- Flexibility to support delivery in other locations
- Ability to cope with the physical demands of the role

Desirable

- Experience of cleaning within a retirement housing or similar environment

Job Outputs

Role output	Includes the requirement to
Maintenance and support of Retirement Housing Scheme	<ul style="list-style-type: none"> • To clean all communal areas to a high standard in order to maintain a pleasant and safe environment for customers. • To ensure that there are adequate stocks of cleaning materials to ensure cleaning is carried out efficiently. • To use the cleaning materials in accordance with the health and safety advice and procedures, to ensure the safety of staff and customers. • To identify and report to the Retirement Housing Manager any concern regarding customers or the condition of the building, to ensure the wellbeing and safety of customers. • To assist the Retirement Housing Manager when required to test equipment, such as the fire alarm, to ensure the safety of staff and customers. • To assist the Retirement Housing Manager with social activities, in order to maintain the wellbeing of customers. • Attend staff meetings and training as required • To undertake any other duties within the scope of the Scheme Cleaner as required • Work with minimal supervision according to rota • Manage own workload as required within cleaning rota • Refer appropriate decisions or concerns to the Retirement Housing Manager
Cleaning responsibility	<ul style="list-style-type: none"> • Maintain a stock of cleaning materials • Ensure that all materials are used efficiently and effectively • Responsible for using equipment in a safe manner • Responsible for maintaining a high standard of cleanliness and safety in the communal areas
Communication	<ul style="list-style-type: none"> • Communicate with customers with a pleasant and helpful manner • Awareness of communication needs of older customers • Communicate and report to Retirement Housing Manager or other staff in their absence •
Achievement of agreed targets	<ul style="list-style-type: none"> • As agreed through the My Contribution process
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> • Comply with and implement all Wheatley Group policies and procedures • Act ethically and with integrity • Be aware of current Health and Safety Policies and take responsibility

for your own safety and the safety of others

Interdependencies

- Retirement Housing Manager
- Housing Officer
- Customers