

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
Date	January 20

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
<p>Key tasks:</p> <ul style="list-style-type: none"> 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

Role accountabilities

- 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

Role accountabilities

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

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Accountability and delivery

Collaboration:

- Challenge and support each other
- Partnerships make us and our communities stronger
- We are united and we are one NHG

Communication and inclusion

Integrity:

- Act with integrity and openness
- Motivated by the positive impact of our work
- Independent, financially strong, with good governance

Customer focus

Service improvement

Inspiration:

- Inspired by what we do and where we've come from
- Committed, relevant and make a difference
- Belief that actions can change lives and communities for the better

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate

Essential knowledge, experience and skills

Professional expertise (know how & experience)

- Using your own initiative (essential)
- 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

- Good working knowledge of IT systems (essential)
- Able to read and write legibly (essential)

Qualifications and/or professional membership

- Basic Food Hygiene certificate (in catered services)

Role profile

Role requirements	
DBS	<ul style="list-style-type: none">Enhanced DBS and barred check list
Data and information processing	<ul style="list-style-type: none">Information/Data User (all staff)