## Role information

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| Job title: | Housekeeper | Travel required: | Travel required |
| Location: | West Midlands | Position type: | Health and safety |
| Service area: | Accommodations services | Salary: | £20,849 pro rata |
| Responsible to: | Head of Accommodation Services | Working hours: | 25 -30 hours per week (negotiable)  Monday to Friday (working hours negotiable) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving licence and business insurance * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **BCWA’s Property Portfolio** Black Country Women’s Aid (BCWA) provides a range of accommodation for victims of domestic violence and abuse and modern slavery. Included in the property portfolio is 76 units of accommodation ranging from houses of multiple occupation, individual flats and houses, as well as purpose built group schemes some with staffing available 24 hours. Services are available for both male and female who meet eligibility and risk criteria. **The Housekeeping Role**  BCWA pride itself by maintaining high standards of accommodation for victims who have been forced to leave their home to be safe. The housekeeper will join a small team that work across all accommodation/ residential sites ensuring that the property is ready and prepared for new clients and is maintained to required standards during their stay this includes meeting property standards, health and safety requirements and stock management. The work will also involve working with BCWA approved contractors to ensure that repairs and maintenance is undertaken and that this does not significantly affect the cope and recovery of the residents.  This is a challenging role that requires excellent organisational skills and the ability to engage with contractors and clients. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares. |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | To ensure that there accommodation is available and ready for let for new residents within a target turnaround as demand for accommodation is high. This will include ensuring that the accommodation is furnished, equipment available and cleaned throughout. |
| 2 | To ensure that there is appropriate fire safety measures within each residential space including communal spaces meeting national standards of safety. Undertake regular fire testing in line with procedures and notify support workers if concerns regarding resident responses. |
| 3 | To ensure that communal areas within sites is maintained and cleaned on a regular basis. Where appropriate report any issues, concerns or repairs |
| 4 | To maintain the system of reporting repairs to approved contractors and where appropriate meeting on site, meeting with the client ( if they are living in the property), explaining and updating the client of work and on completion assessing the standard and quality, obtaining client satisfaction and updating the system as completed. |
| 5 | To attend accommodation/ residential sites carrying out health and safety, maintenance inspections and standards of cleanliness assessments. It is vital that this is kept up to date as there is a swift turnover to avoid delays in re-letting, as demand is high. |
| 6 | As part of the assessments and checks inspect the condition and working order of security measures in and out of the building including any lighting, cameras, boundary walls/ fencing and gates (this list is not exhaustive) to ensure that safety is not compromised. Report any repairs and concerns as appropriate. |
| 7 | To complete and update site risk assessments in accordance with the updating schedule |
| 8 | To be observant of any issues or concerns that would affect the health and safety, the security or the experience of living within BCWA accommodation that would affect the resident or BCWA. |
| 9 | Maintain an inventory of all equipment provided within the residential accommodation spaces both inside the accommodation and in communal areas. When undertaking the accommodation health and safety checks note the working condition, the standard of equipment, any damage whether it is need of replacement or that there has been damage done by the client. |
| 10 | Undertake regular stock controls and ensure stocks are replenished and or replaced. |
| 11 | Where damage has been caused by the resident notify the support workers to commence damage to property procedures in line with the license agreement. This may involve reimbursement by the client. |
| 12 | Explain to residents how to use equipment provided as appropriate or offer help/ guidance of keeping the accommodation to acceptable living standards. Where residents appear to be struggling to notify the support worker/ manager any concerns. |
| 13 | Report any safeguarding concerns to the management/ support worker and where immediate concerns contact appropriate authorities e.g. police, social services. |
| 14 | Ensure that all present on site are kept safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments as appropriate. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff; being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 11 | To support students, volunteers and apprentices as required. |
| 12 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 13 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Good standard of general education, GCSEs English and Mathematics – Grade C or above. |  | X | A, E |
| 2 | Experience of working within a homelessness/ supporting people/ care setting, preferably within an accommodation setting. |  | X | A |
| 3 | Experience of building and maintaining partnerships with other agencies. |  | X | A, I |
| 4 | Experience of working in a professional environment. | X |  | A |
| 5 | Experience of health and safety compliance. | X |  | A |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Knowledge of relevant safeguarding adults and children legislation. |  | X | I |
| 2 | Understanding of trauma informed approaches |  | X | I |
| 3 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence. |  | X | I |
| 4 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams) and other virtual platforms and databases. | X |  | A, |
| 2 | Evidence of the ability to communicate effectively, build and develop relationships with contractors, residents and visitors through telephone, face to face and writing. | X |  | A, I |
| 3 | Ability to work under pressure and to plan and prioritise time and resources when competing demands arise. | X |  | A, I |
| 4 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | A, I |
| 5 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | A, I |
| 6 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | A, I |
| 7 | Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs. | X |  | A, I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. | X |  | A, I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion. | X |  | A, I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse. | X |  | A, I |
| 4 | Organised, proactive and consistent delivery of work. | X |  | A, I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. | X |  | A, I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work. | X |  | I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle | X |  | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Chereene Love  Head of Domestic Abuse Accommodation Services | Date Produced | 1.5.21 |
| Job description reviewed and approved by: | Sara Ward  CEO | Date Approved | 6.5.21 |