

**Manchester City Council
Role Profile**

**Crisis Clean Domestic, Grade 2
Crisis Clean Service, Directorate for Children and Families
Reports to: Crisis Clean Officer**

Key Role Descriptors:

The role holder will undertake a variety of tasks to ensure that standards of hygiene and cleanliness are maintained within the homes of customers.

The role holder will support customers to organise, and where requested, dispose of their household belongings.

The role holder will undertake a variety of tasks to ensure that health and safety standards are maintained within the homes of customers, reducing the risk of accidents and providing support to the customer in their home.

Key Role Accountabilities:

Undertake cleaning duties to a high standard in domestic properties, ensuring the property is as hygienic, clean, safe and accessible as possible for the customer and their family.

Work with customers, carers, social workers and other designated professionals to organise household belongings, including de-cluttering and storing items as well as removing and disposing of unwanted items.

Safely store all equipment and cleaning materials, maintain stock control records and liaise with managers when additional resources/materials are required, reporting any damages or repairs.

Undertake all duties with due care and consideration for customers, carers and other staff in the property, in line with Health and Safety requirements, raising any issues or concerns with managers, as appropriate.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the postholder is disabled every effort will be made to supply all necessary aids and adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be fully considered.

Crisis Clean Domestic - Key Competencies and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We show that we value our differences and treat each other fairly
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communication Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
- **Creative:** Ability to find solutions to situations that are presented of a routine nature.

Technical requirements (Role Specific)

- Consent to and apply for an enhanced disclosure check
- Ability to use mechanical equipment and physically able to lift and carry equipment and materials

