HORIZON
LIFE TRAINING

Housekeeping & Facilities Assistant

Job Description and Person Specification

Hours: 5 hours per week - up to 22 hours per month flexible
Location: Horizon Life Training, Kennel Hall Farm, North Yorkshire
Responsible to: Centre Manager / Designated Manager

---

1. Job Purpose

The Housekeeping & Facilities Assistant will help Horizon Life Training maintain a clean, safe and welcoming environment for residents, staff and visitors.

The role has a particular focus on:

- Preparing bedrooms for new residents.
- Providing a basic housekeeping induction to new residents.
- Monitoring and ordering household and cleaning supplies.
- Cleaning designated staff toilet facilities.
- Supporting consistent housekeeping standards across the centre.

The role is **not intended to provide a full cleaning service for residents**. Residents will be encouraged and supported to take responsibility for cleaning and maintaining their own rooms and agreed communal areas as part of their development of independent living skills.

The postholder will work closely with the support team to encourage residents to develop good housekeeping habits and practical life skills.

---

2. Key Responsibilities

A. New Resident Room Preparation

When a new resident is due to arrive:

- Clean and prepare the resident's bedroom for new arrivals.
- Check that the room is tidy, clean and welcoming.
- Check that agreed bedding and basic room supplies are available.
- Report any damage, maintenance issues or missing items.
- Complete the agreed room preparation checklist.
- Liaise with the support team regarding any specific requirements.

New resident room preparation will be given priority within the available working hours.

B. Housekeeping Induction

Provide a short practical housekeeping induction for new residents, including:

- How to keep their bedroom clean and tidy.
- Basic bathroom and toilet cleaning.
- Appropriate use of cleaning products.
- Safe storage of cleaning products.
- Use of cleaning equipment.
- Waste disposal and bin arrangements.
- Expectations regarding cleanliness of communal areas.
- The importance of taking responsibility for their own living environment.

The emphasis should be on **teaching and demonstrating skills rather than doing the cleaning for the resident**.

Where additional support is required, concerns should be communicated to the resident's support worker.

C. Cleaning Duties

Within the hours available each week, undertake agreed routine cleaning, particularly:

- Office toilets.
- Other small designated areas agreed with the Manager.
- Additional cleaning associated with the arrival of a new resident.

The postholder will work to an agreed cleaning schedule and prioritise tasks according to need.

D. Cleaning and Household Supplies

Monitor stocks of commonly used items, including:

- Toilet rolls.
- Hand soap.
- Paper towels.
- Bin bags.
- Cleaning products.
- Cloths and sponges.
- Washing-up products.
- Bedding and other resident room supplies as per inventory.
- Other agreed household supplies.

The postholder will:

- Check stock levels regularly.
- Identify when supplies need replenishing.
- Place orders or provide the Manager with an order request, in accordance with HLT's purchasing procedures.
- Avoid unnecessary over-ordering and wastage.
- Store supplies safely and appropriately.

E. Standards and Reporting

- Help maintain agreed housekeeping standards.
- Report maintenance issues, damage, hazards or other concerns to the appropriate member of staff.
- Report recurring problems with resident rooms or communal areas to the support team.
- Maintain appropriate records/checklists where required.

---

3. Resident Interaction

The postholder may have regular contact with residents and is expected to:

- Treat residents with dignity, respect and patience.
- Encourage independence and responsibility.
- Maintain appropriate professional boundaries.
- Respect residents' privacy and personal space.
- Avoid entering occupied bedrooms without appropriate permission.
- Report safeguarding concerns through HLT's safeguarding procedures.
- Maintain confidentiality.

---

4. Health and Safety

The postholder must:

- Follow HLT health and safety procedures.
- Use cleaning products and equipment safely.
- Follow COSHH requirements and manufacturer's instructions.
- Store cleaning chemicals safely.
- Report accidents, hazards and defects promptly.
- Use appropriate personal protective equipment where required.
- Follow infection prevention and hygiene procedures.

---

5. Working Pattern

The role is for around **5 hours per week**.

The exact working pattern will be agreed with the Manager and may need some flexibility to accommodate:

- New resident arrivals.
- Room preparation.
- Stock requirements.
- Occasional changes in housekeeping priorities.

The postholder will not normally be expected to work additional hours unless these have been agreed in advance.

---

6. General Responsibilities

The postholder will:

- Work within HLT's policies and procedures.
- Maintain confidentiality.
- Participate in relevant training and supervision.
- Work positively with staff, volunteers and residents.
- Support HLT's Christian ethos and values.

- Undertake other reasonable housekeeping-related duties appropriate to a 5-hour-per-week role.

Person Specification

Essential

Experience

- Some experience of cleaning, housekeeping, domestic work or maintaining a household/environment to a good standard.

Reliability

- Reliable and punctual.
- Able to complete agreed tasks without constant supervision.

Organisation

- Able to manage a small number of regular housekeeping tasks.
- Able to monitor stock and recognise when supplies need ordering.

Practical skills

- Good practical cleaning and housekeeping skills.
- Able to use cleaning products and equipment safely.

Communication

- Able to communicate clearly and respectfully with residents and staff.
- Able to demonstrate simple practical tasks to residents.

Personal qualities

- Patient.
- Approachable.
- Conscientious.
- Trustworthy.
- Organised.
- Attention to detail.
- Flexible and willing to help where required.

Resident-focused

- Able to encourage residents to develop independence rather than simply doing tasks for them.
- Able to maintain appropriate professional boundaries.

Values

- Supportive of the Christian ethos and values of Horizon Life Training.

Desirable

- Previous experience in supported housing, residential care or a similar environment.
- Experience working with people recovering from addiction.
- Experience teaching or supporting practical life skills.
- COSHH awareness/training.
- Safeguarding awareness.
- Health and safety training.
- Previous responsibility for stock control or ordering.

Safer Recruitment

Appointment will be subject to HLT's safer recruitment procedures, including:

- Application and interview.
- Appropriate references.
- Identity and right-to-work checks.
- Appropriate DBS check.
- Relevant safeguarding checks.
- HLT induction and mandatory training.

Key Measure of Success

The role will be successful when:

New residents arrive to a clean, welcoming and appropriately prepared room; residents understand HLT's housekeeping expectations and are developing their own housekeeping skills; essential supplies are available when needed; and designated staff and workshop facilities are maintained to an appropriate standard.