



St Basils

HOUSEKEEPER / CLEANER - LEAMINGTON SPA (30 HOURS PER WEEK)

Applicant Information Pack

Closing Date: Tuesday 4th February 2020

Interview Date: TBC



St Basils
Psychologically
Informed
Environments





Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

ABOUT US

St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton
Chief Executive - St Basils

JOB DESCRIPTION AND PERSON SPECIFICATION - *Housekeeper / Cleaner*

JOB TITLE	Housekeeper / Cleaner
REPORTS TO	Supervisor - Scheme Manager
HOURS	30 Hours Per Week (Part Time)
SALARY	Scale 3, £18,135 pro-rata, per annum (£9.30 per hour)
BASED FROM	Leamington Spa

PURPOSE OF THE ROLE

To operate within the established ethos of St Basils and provide a clean, safe work environment to the young people and staff within projects. The post holder will be responsible for cleaning voids within their designated projects as well as the occasional assistance at other designated schemes as and when required.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

- To clean rooms e.g. bathrooms, bedrooms, kitchens etc.
- To clean beds and cot mattresses, furniture, doors, blinds curtains, woodwork, lamp shades, fans, radiators, windows and frames.
- To replenish cleaning supplies and restock items such as toilet rolls, paper towels and soap.
- To wipe down appliances and furniture, as well as vacuum and shampooing of carpets.
- To clean the kitchen and ensure that all appliances in the kitchen are cleaned thoroughly e.g. cooker, fridge/ freezer, doors, windows, sinks and units.
- To empty all bins within the project from reception to kitchen and ensure that rubbish is removed.
- To clean on a daily basis bathrooms, shower, basins, toilet, floors etc.

GENERAL	<ul style="list-style-type: none"> • To ensure all provided equipment/materials are located/replaced in a safe; orderly and clean condition at the end of a working shift in accordance with infection control procedures. • The post holder may be involved in extended cleaning which may be performed on a weekly basis, monthly or quarterly basis to include cleaning kitchen refrigerator, washing decorative towels and linens etc. • To attend training programme and ensure use of machinery; chemicals, specifications; infection control and working practices and procedures are fully adhered too and understood. • The post holder may also be responsible for handling outside cleaning needs such as sweeping off walkways, water plants, cleaning signs, washing dishes and dusting. • To undertake extended cleaning routine of any further duties as deemed necessary; to ensure the effective and efficient operation of the service; and be proficient member of a working team, supporting colleagues as and when required. • To be responsible for health, safety and welfare of yourself and others at work. • To notify their scheme manager/supervisor of any additional personal training needs as a when required to satisfactorily complete their set task cleaning schedule. • To ensure tasks set are carried in an efficient and effective manner with the minimum of disruption to other staff and St Basils clients. • The post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant e.g. knowledge of COSSH. • To comply with all St Basils policies to practice and code of conducts when undertaking works or representing the organisation and refer any issues relative to their immediate working environment to their scheme manager/supervisor
ESSENTIAL RECORD KEEPING	<ul style="list-style-type: none"> • Follow & promote all policies and procedures at all times
HEALTH & SAFETY	<ul style="list-style-type: none"> • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all time
ACTIVELEY CONTRIBUTE TO THE TEAM	<ul style="list-style-type: none"> • Liaise and communicate with other employees and external • Advise the management team of any concerns, changes or supplementary services needed • Be supportive and respectful to colleagues and management
CONFIDENTIALITY	<ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times

PERSON SPECIFICATION - *Housekeeper / Cleaner*

Qualifications	Essential	Desirable
COSSH Training		✓
Skills	Essential	Desirable
Professional and organised	✓	
Ability to work quickly	✓	
Ability to communicate verbally and non-verbally.	✓	
Ability to follow instructions.	✓	
Ability to recognise areas for improvement and follow.	✓	
Motivation	Essential	Desirable
Willingness to learn and develop new skills, open to new ideas and change.	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance	✓	
Career ambition		✓

CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

HOURS OF WORK / LUNCH BREAK:	18.75 hours per week, which excludes half hour for lunch.
HOLIDAYS:	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata

St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.