

## Linc Cymru – Job Description

<b>Role Title</b>	<b>Domestic Assistant</b>	<b>Department &amp; Location</b>	<b>Facilities</b>
<b>Reporting to</b>	<b>Domestic Team Leader</b>	<b>Responsible for</b>	

### One Linc Behaviours and Practices

- At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.
- Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge 'the norm'.
- Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.

### Role Purpose

- To assist in providing a clean, healthy and hygienic environment for Elders and staff that complies with Health & Safety and CIW standards.

### Key Leadership Accountabilities

#### Key responsibilities and accountabilities:

#### Organisation-wide:

- To participate in staff meetings and in staff training where applicable to acquire the knowledge of the domestic needs of the Home.
- To report and record in the appropriate manner any information considered to be important.
- To adhere to Linc's policies and procedures.

#### Functional:

- To ensure that a high standard of hygiene and cleanliness is maintained throughout the Home, in line with regulations and as directed by the Home Manager.

- To ensure all equipment used is well maintained and in good working order and to report repairs to the Home Manager.
- To ensure that all rooms and common spaces are properly cleaned and maintained throughout the building.
- To maintain stock sheets of all cleaning supplies.
- To ensure the storage and use of all cleaning materials conforms to the Home's COSHH policy.
- To assist those Elders who wish to participate in the cleaning of their bedrooms.
- Undertake the cleaning of internal windows, internal glass doors and partitions subject to observance to all Health & Safety requirements.
- To clean as required areas where food and drink are prepared, excluding the main kitchen.
- Maintain a high standard of personal presentation and hygiene.
- Use only the products specifically selected for the purpose.
- Adhere to animal care plans

#### **Person requirements**

**Good levels of competency and experience are required in the following:**

**Communication:**

- Good verbal and written communication skills.

**Business Management:**

- Ability to work unsupervised and on own initiative.
- Committed to providing a quality service.
- Responsive to Elders individual needs.
- Team worker.

**Knowledge/Qualifications:**

- Understanding of and clear commitment to Health and Safety practices.
- Understanding and clear commitment to Equal Opportunities.
- Previous domestic experience within a commercial or business setting.
- Knowledge of cleaning procedures.
- Ability to undertake a full range of cleaning duties using electrical equipment.
- An understanding of the needs of the Elders.
- IT skills - Microsoft Office.
- **Enhanced DBS check will be carried out for this position**

- ***Linc Cymru reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility***

## Linc Cymru – Job Description

<b>Role Title</b>	<b>Assistant Chef/Cook</b>	<b>Department &amp; Location</b>	<b>Independent Living/Extra Care</b>
<b>Reporting to</b>	<b>Chef Manager</b>	<b>Responsible for</b>	

### One Linc Behaviours and Practices

- At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.
- Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge 'the norm'.
- Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.

### Role Purpose

- To plan and provide nutritious meals to all residents on a daily basis, ensuring food purchased is fresh and within budget.
- Ensure all Health and Safety and environmental health standards are achieved and maintained

### Key Leadership Accountabilities

#### Organisation-wide:

- Participate in staff meetings and in staff training where applicable.
- Report and record in the appropriate manner any information considered to be important to the Chef Manager.
- Adhere to Linc's policy and procedures.
- Any other duties that the post holder may reasonably be expected to perform.

#### Functional:

- Ensure that a good standard of hygiene and cleanliness is maintained throughout the kitchen, to meet the required standards of practice prescribed by Environmental Health Agencies.
- To conform to the Care Home's Food Hygiene procedures.
- Ensure all equipment used is well maintained, in good working order and to log any defects and report to the Chef Manager.
- To prepare, cook and present well-balanced meals and beverages to the highest quality incorporating cultural and dietary needs as required by the residents and staff at the scheme.
- Work closely with residents to plan menus that reflect choice and preferences.
- Ensure all stock ordered is consistent with planned menus that reflect choice and preference.
- Work closely with the Chef Manager, by maintaining and assisting with the catering budget.
- Work closely with the Chef Manager to ensure catering services are provided to the appropriate standards to residents.
- Maintain and check First Aid equipment within the kitchen.
- Maintain accurate stock control.
- Carry out good food management, temperature controls and HACCP documentation according to current Food Hygiene regulations.

**Managerial:**

- Deputise for the Chef Manager in their absence and direct and supervise all kitchen staff and ensure that they are aware of their responsibilities with regards to food hygiene and preparation, and Health and Safety requirements.

**Financial:**

- Assist in maintaining an annual catering budget.

**Person requirements**

**Leadership:**

- Ability to lead and support the management of the kitchen staff.
- Ability to motivate a team of staff. Communication:
- Excellent verbal and written communication skills. Strategic Awareness:
- Provide a service in line with Linc's standard of quality whilst remaining within budget.

**Business Management:**

- Committed to providing a high-quality service.
- Responsive to residents' individual dietary and cultural needs.
- Capable of working to a budget.
- Willing to attend such training sessions that are deemed necessary by Line Management.
- Team worker.
- Aptitude towards continuous learning and development.

**Knowledge/Qualifications:**

- Previous catering experience within a commercial setting
- IT skills - Microsoft Office
- Understanding of and clear commitment to food hygiene, health and safety practices.
- Food Hygiene Certified - Level 2 as a minimum.
- First Aid Certified.
- NVQ Level 2/ 3 in Food Preparation/ Catering.
- Understanding and commitment to Equal Opportunities.
- Knowledge of cleaning procedures.
- Enhanced DBS check will be carried out for this post.

**Equality**

Linc Cymru is committed to encouraging diversity amongst our workforce and eliminating discrimination. We aim to ensure fairness and have a commitment that no employee, worker or client will be discriminated against on grounds of their gender, disability, race, age, sexual orientation, religion or belief (protected characteristics). Recruitment, training and promotion will be based on aptitude and ability and all employees will be encouraged to develop their full potential. We are committed to providing equality for all, encouraging mutual respect, and promoting the benefits of diversity. Responsibility rests with all staff for ensuring that there is no unlawful discrimination, and the attitudes of staff are crucial to the success of equality and diversity within Linc. In particular, all members of staff should:

- comply with Linc's Equality and Diversity Policy.
- not discriminate in their day-to-day activities or induce others to do so;

- not victimise, harass or intimidate other staff, clients or visitors who have, or are perceived to have one of the protected characteristics listed above.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform their manager if they become aware of any discriminatory practice.

### Health & Safety

Linc Cymru operates in line with comprehensive Health and Safety policies and procedures, copies of which are available for all staff. You must observe and comply with all safety rules and familiarise yourself with fire precautions when at any of Linc’s premises. You must attend and/or complete mandatory health and safety and or fire training and drills, as and when required, in order to maintain the safety of yourself and others. If an accident or injury occurs it should be reported in full as soon as possible using the appropriate method.

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Signed Job Holder.....Date.....  
 Signed Line Manager..... Date.....

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## Linc Cymru – Job Description

Role Title	Deputy House Manager	Department & Location	Abbeyfield/Independent Living
Reporting to	House Manager		

Linc Behaviours and Practices
<ul style="list-style-type: none"> <li>• At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.</li> <li>• Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge ‘the norm’.</li> </ul>

- Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.

#### Role Purpose

- To uphold the Values, Ethos and Objectives of the Abbeyfield Wales / Linc Cymru HA
- To be responsible for the health, safety and well being of the residents
- To develop a homely, welcoming, safe and well managed environment for residents to live in
- To be responsible for all services that are delivered in the House(s)
- To ensure the continuity of a meal service that is nutritious, provides a good variety, is well planned and caters for any dietary needs.
- pre-determined budget
- To be responsible for the welfare, safety, and security of the residents
- To deliver a daily nutritious & varied meal service to all the House residents
- To be responsible for the security of the building and its contents.
- To ensure that the house is well connected to the local community.
- To ensure that vacancies are ready to let and the number of vacant rooms at any time is minimised.
- To supervise and manage house staff in absence of House Manager
- Be responsible for the day-to-day operation of the house in absence of House Manager

#### KEY ACCOUNTABILITIES:

- To deputise for the House Manager in their absence and to support the House Manager to deliver:
- To lead the individual house service and ensure that the service is fully compliant with the relevant health and safety legislation, regulation and policy guidance issued by Linc Cymru HA.
- To lead the service to residents, be the main point of contact for residents and ensure high levels of satisfaction about the service provided to residents.
- To act as the key local point of contact for the service and promote the service in the local community to enhance local understanding about the service on offer and to minimise rental loss through vacant rooms.
- To actively engage as a team member, contribute and participate in any training, meetings, and conferences to promote Abbeyfield / Linc Cymru HA



- To report immediately to the House Manager / Service Manager any safeguarding concerns relating to the welfare of the residents
- To ensure that the meal service is delivered in accordance with the Health and Safety and Food Safety.
- To demonstrate and evidence that the meal service meets the dietary needs of the resident and provides a flexible choice of meal options for residents.
- To engage with residents in the choice of meals and menu setting in order to maintain high levels of resident satisfaction with meals.
- Ensure that there are adequate goods and supplies to deliver the meal service and that the provision meets the requirement of the menu and stored in accordance with health and safety/food standards legislation and guidance.
- Aim to deliver the highest possible standard of food hygiene rating for the service.

**KEY TASKS:**

- To manage vacancies in accordance with Linc Cymru policies and procedures
- To ensure the staff team are appropriately trained and supervised.
- To ensure that the house is compliant with all relevant health and safety legislation at all times and to ensure records are maintained to evidence this in accordance with policies and procedures.
- To report repairs in accordance with Policies and procedures
- To manage the house credit card and/or petty cash account
- To ensure that the house is vibrant, and residents have a range of activities from which they can choose to participate in.
- To act as the main point of contact for residents to deal with and manage initial enquiries and complaints.
- To promote the house and services provided locally with statutory and voluntary agencies and maintain an awareness in the local community of the service.
- To manage the meal service
- To prepare the menu plan, source food provisions and manage the stock control in the House Manager's absence.

To ensure that the health and safety and cleanliness standards within the meal services are maintained to the highest standards at all times.

**GENERAL:**

- To uphold the values and ethos of Linc HA at all times
- To act in accordance with policies and procedures at all times
- To ensure the confidentiality and integrity of information held at all times and comply with Linc HA Data Protection and confidentiality policies.
- To ensure that Equality and Diversity Policies are complied with at all times.
- To respect colleagues' views and expect your views to be respected.

- To ensure the service is well managed and to develop positive working relationships with all colleagues, volunteers and other agencies and contractors that may deliver services to the site.
- To support colleagues to deliver a customer focused service that enables residents to live as independently as possible and enables them to access other services they may need to support that independence.
- The post requires individuals to often work remotely and therefore it is expected that the postholder will work using their own initiative and skills
- To participate in training to meet the minimum requirements of the roles and to participate in meetings and conferences where possible.
- Where reasonable, provide cover for other Abbeyfield Services in North Wales

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Sign Job Holder..... Date .....

Signed Line Manager.....

Date.....

## JOB DESCRIPTION

<b>JOB TITLE:</b>	House Manager
<b>POST NO:</b>	
<b>RESPONSIBLE TO:</b>	North Wales Team Leader
<b>RESPONSIBLE FOR:</b> (list direct reports by role)	Deputy House Manager / Cook Domestic
<b>SALARY:</b>	£ per hour
<b>HOURS:</b>	
<b>BASED AT:</b>	Abbeyfield Llandudno ( <i>occasionally providing cover to other Abbeyfield North Wales Locations as required</i> )
<b>Linc Behaviours and Practices</b>	
<ul style="list-style-type: none"> <li>• At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.</li> <li>• Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge 'the norm'.</li> <li>• Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.</li> </ul>	
<b>Main purpose of role</b>	
<ul style="list-style-type: none"> <li>• To uphold the Values, Ethos and Objectives of the Abbeyfield Wales and its parent organisation, Linc Cymru Housing Association</li> <li>• To be responsible for the health, safety and well being of the residents</li> <li>• To develop and maintain a homely, welcoming, safe and well managed environment for residents to live in</li> <li>• To be responsible for all services that are delivered in the House</li> </ul>	

- To ensure the continuity of a meal service that is nutritious, provides a good variety, is well planned and caters for any dietary needs.
- To deliver a daily nutritious & varied meal service to all the House residents within a pre-determined budget.
- To ensure that the house is well connected to the local community.
- To ensure that vacancies are ready to let and the number of vacant rooms at any time is minimised.
- To supervise and manage house staff and volunteers
- Be responsible for the day to day operation of the house
- To be responsible for the welfare, safety and security of the residents
- To be responsible for the security of the building and its contents.
- To provide cover and assistance to other Abbeyfield sites as required.

#### KEY ACCOUNTABILITIES:

- To lead the individual house service and ensure that the service is fully compliant with the relevant health and safety legislation, regulation and policy guidance issued by Abbeyfield/Linc Cymru HA.
- To lead the service to residents, be the main point of contact for residents and ensure high levels of satisfaction about the service provided to residents
- To act as the key local point of contact for the service and promote the service in the local community to maximize local understanding about the service on offer and to minimise rental loss through vacant rooms
- To ensure that the needs of residents are appropriately taken into account in the services we provide (specifically the meal service) and that the service offers variety & caters for the range of dietary needs of individual residents.
- To recruit and lead the staff team (including volunteers), supervise the staff team and manage training and performance and report to line managers where any remedial action is needed.
- To actively engage as a team member, contribute and participate in any training, meetings and conferences to promote the work of Abbeyfield/Linc Cymru HA.
- To report immediately to the Team Leader any safeguarding concerns relating to the welfare of the residents
- To ensure that the meal service is delivered in accordance with the Health and Safety and Food Safety legislation that is relevant at that time.
- To demonstrate and evidence that the meal service meets the dietary needs of the resident and provides a flexible choice of meal options for residents to meet those needs.
- To engage with residents in the choice of meals provided and aim to

maintain high levels of resident satisfaction with meals at all times.

- Ensure that there are adequate goods and supplies to deliver the meal service and that food stuffs are ordered to meet the requirement of the menu and stored in accordance with health and safety/food standards legislation and guidance.
- Aim to deliver the highest possible standard of food hygiene rating for the service.

#### KEY TASKS:

- To manage enquiries and participate in the assessment and lettings process
- To manage vacancies in accordance with policies and procedures
- To contribute to budget discussions and manage the budget for the house with the support of the Service Manager
- To manage the staff team to ensure the adequate staffing cover is provided to deliver the service, report and manage absences and recruit and induct new staff.
- To ensure the staff team are appropriately trained and supervised
- To ensure that the house is always compliant with all relevant health and safety legislation and to ensure records are maintained to evidence this in accordance with policies and procedures.
- To report repairs in accordance with policies and procedures
- To manage the house credit card and/or petty cash account
- To ensure that the house is vibrant, and residents have a range of activities from which they can choose to participate in.
- To act as the main point of contact for residents to deal with and manage initial enquiries and complaints
- To promote the house and services provided locally with statutory and voluntary agencies and maintain an awareness in the local community of the service
- To manage the meal service
- To prepare the menu plan, source foodstuffs and manage the stock control
- To ensure that the health and safety and cleanliness standards within the meal services are always maintained to the highest standards.

#### GENERAL:

- To always uphold the values and ethos of Abbeyfield and Linc Cymru HA.
- To act in accordance with Abbeyfield and Linc Cymru HA policies and procedures at all times
- To ensure the confidentiality and integrity of information always held and comply with Data Protection and Confidentiality Policies including GDPR.
- To ensure that Equality and Diversity Policies are always complied with.
- To respect colleagues' views and expect your views to be respected.

- To ensure the service is well managed and to develop positive working relationships with all colleagues, volunteers and other agencies and contractors that may deliver services to the site.
- To support colleagues to deliver a customer focused service that enables residents to live as independently as possible and enables them to access other services they may need to support that independence.
- The post requires individuals to often work remotely and therefore it is expected that the postholder will work using their own initiative and skills.
- To participate in training to meet the minimum requirements of the roles and to participate in meetings and conferences where possible.
- Where reasonable, provide cover for other Abbeyfield Services with the area.
- Full clean driving license and access to a vehicle (desirable but not essential).

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Sign Job Holder..... Date .....

Signed Line

Manager..... Date.....