

Job Description

Job Title:	Housekeeping & Care Assistant
Department/Team:	Operations/Housekeeping
Location:	National Headquarters and Training Centre, Model Farm Road, Cork
Reports to:	House Services Supervisor
Staff Responsibilities:	None
Hours of Work:	Variable: weekends & overnights required

PURPOSE OF ROLE:

Reporting into the House Services Supervisor, the priority of the role is to ensure the care, safety and welfare of IGDB Clients while they are residence at our Training Centre. Levels of support will vary depending on the Client in question and individual care plans will be defined with the support and input from the House Services Supervisor and the wider team. The successful candidate will receive relevant training to ensure they are able to carry out required duties effectively.

	Key Accountabilities
1	Client support – The primary responsibility is to ensure all care requirements of Clients on site are met in line with IGDB standards and procedures.
2	House maintenance – This will include Client-related tasks - cleaning, laundry, food preparation, kitchen duties and any other tasks assigned by the House Services Supervisor.
3	Be aware of and adhere to safety and security requirements in relation to the running of the Training Centre outside office hours. For example, fire safety procedures, safety of Clients on site and visitors coming on site.
4	Ensure all Clients are familiar with their environment and are comfortable moving around their bedrooms and the Client area independently.
5	Assist the Instructors in any situation where they may need extra help with Clients. For example, helping Clients to settle in on their first day of training.
6	Liaise with Instructors to ensure partnerships between Clients and dogs are given the best possible opportunity to succeed.
7	Maintain department records and record processes as defined by the Housekeeping Supervisor.



In addition to these key accountabilities you may also have ownership for one or more key processes. If you are required to take ownership of a key process, this will be communicated to you via your manager and/or the performance management framework.

All staff will be expected to comply with Irish Guide Dogs for the Blind terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

VALUES AND BEHAVIOURS

IGDB places great emphasis on how people get the job done. For example, we need people who are passionate about enabling persons who are vision impaired and families of children with autism to lead better lives and become more mobile and independent. Staff are expected to achieve these standards in order to fully meet the expectations of their role.

We value an environment that fosters high quality service, innovation, trust and respect. We are all leaders and responsible for the delivery of positive outcomes and progress for our Clients, Volunteers and Staff equally. We act with unwavering integrity and always seek to do the right thing. The following values are the basis for who we are, what we do and how we do it.

Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.
Teamwork	Supports a team environment which promotes well-being and maximises personal effectiveness. Communicates clearly and effectively with others. Strives to be supportive, consistent and professional with Clients, Colleagues and Volunteers.
Optimism	Is solution focused and looks to bring a positive attitude to challenges. Celebrates wins and encourages others to do the same. Does not fear failure – believes we can all learn lessons for the next time together.
Conscientiousness	Takes pride in what is done and how it is done. Always presents a professional and capable manner in all tasks that are completed. Has a clarity of purpose, sets a good example for others. Is accountable for what is done and takes ownership for achievement.

Integrity	<p>Leads by example. Is fair and consistent when working with Clients, Colleagues and Volunteers.</p> <p>Takes ownership of achievements and responsibility for failure.</p>
Excellence	<p>Strives to continuously improve own performance.</p> <p>Sees individual successes and challenges as career drivers.</p> <p>Brings a structured and measured approach to achieving individual goals and targets.</p>

PERSON SPECIFICATION

Factor	Essential	Desirable
Job specific skills	<p>You must display a genuine interest in people and helping them achieve independence.</p>	
Previous relevant experience		<p>Previous experience in a similar environment.</p>
Knowledge	<p>How to support people being independent, by providing attention when needed, whilst ensuring Clients retain their comfort and dignity at all times.</p> <p>Understand the value of absolute discretion.</p>	
Qualifications/ Training	<p>On the job specific training is provided over a defined period</p>	<p>First aid, customer care, safety training in areas of hygiene, health and safety.</p>
Dog friendly	<p>Comfortable with dogs in the workplace/office.</p>	
Eligibility to work in Ireland	<p>Required</p>	
Other requirements	<p>Fluent English.</p>	

	<p>Full drivers licence required, and be eligible to drive in Ireland.</p> <p>Subject to full Garda (Police) vetting.</p> <p>Must be physically able to complete the work required.</p>	
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Please send your cover letter and CV to recruitment@guidedogs.ie

Closing Date: 30th November 2021