

# Job Description: Housekeeper

<b>Hours:</b>	Part-time, 19.5hrs per week
<b>Reporting To:</b>	Operations and Development Manager, or designee
<b>Direct Reports:</b>	-
<b>Supported By:</b>	Reception Staff, Operations and Development Manager
<b>Starting Date:</b>	As soon as possible (ASAP)
<b>Salary:</b>	Community Employment Rates
<b>INTREO Reference Number:</b>	CE2361665

## Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.

- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all of our work, we are guided by the values of trust, respect, joy, inclusivity, and impact.

The cleaner and housekeeper will be responsible for the upkeep and maintenance of the centre, ensuring that the building is cleaned to agreed standards and working with the Operations and Development Manager to ensure a safe and welcoming environment for patrons to the centre.

## Staff Benefits

Outhouse provides staff members various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you, and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.

# Key Responsibilities and Duties

## Daily Cleaning

- Ensuring daily cleaning of the building is completed to agreed standards.
- Vacuuming all offices and meeting rooms, hallways, stairs, and landings.
- Mopping all floor surfaces.
- Ensure that the front step and external basement area is kept swept and clean.
- Collection and organisation of waste.
- Manage and organise cleaning materials.
- Comply with all legal and regulatory requirements in relation to safety and materials, including following best practice in daily cleaning.

## Health and Safety

- Monitor and report health and safety issues within the building.
- Report incidents and maintenance requirements to the Operations and Development Manager.
- Monitor and maintain health and safety processes.
- Carry out inspections of health and safety equipment such as first aid kits, AED, and fire extinguishers to ensure they remain compliant, in date, and available for use.

## Maintenance

- Carry out day-to-day maintenance works on the building under the supervision of the Operations and Development Manager, eg: changing lightbulbs, replacing batteries in remotes

## Restocking Dispensers

- Regularly check and replenish dispensers for essential items such as condoms, personal lubricants, dental dams, and period products.
- Maintain accurate records of inventory levels to ensure a constant supply of these items.
- Collaborate with relevant staff members to coordinate the procurement of restocking supplies.
- Ensure that all dispensers are fully stocked, clean, and well-organised, promoting easy access to these essential resources for our community members.
- Provide discreet and respectful service when restocking dispensers to maintain confidentiality and uphold the centre's commitment to inclusivity and privacy.

## Waste Management

- Collecting and replacing all bins in the centre, daily.
- Organisation of waste to appropriate collection sites.
- Ensuring that best practice is followed in regard to recycling, composting, and waste management.

### **Note**

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

# Functional Competencies

## Essential

- Proven skills working with diverse communities and individuals.
- Proven skills in cleaning and maintaining a building.
- Excellent communication skills.
- Ability to work as part of a team as well as autonomously.
- Excellent organisation and planning skills.
- Strong demonstrable interpersonal skills.

## Desirable

- Extensive knowledge of maintenance and cleaning best practices.

## Behavioural Competencies

### Organisational Awareness

Understands Outhouse's objectives, strategic focus and functions; understands how the organisation works; possesses a sound understanding of the organisation's stakeholder population, patients and the services provided.

- Shares knowledge of organisation policies, procedures and protocols with colleagues and team.
- Has a good understanding and knowledge of Outhouse's key objectives, functions, and strategic focus and how they (and the team) contribute to it.
- Can see how their role and the services they provide contribute to meeting the needs of the LGBT+ community.

### Technical and Professional Expertise

Has command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Supports and implements the development of technical and professional expertise within the team.
- Has strong expertise and technical knowledge in their professional field.
- Keeps up-to-date on current knowledge/ developments in one's technical and professional network.

## Attention to Detail

Is thorough and precise when accomplishing a task showing concern for all aspects of the job, developing detailed plans, and accurately checking processes and tasks.

- Understands the need for close attention to detail in delivering a quality service.
- Provides information on a timely basis.
- Double-checks the accuracy of information.
- Ensures all work is delivered to an acceptable level of quality.

## Teamwork

Has the ability and desires to work cooperatively with others, collaborating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos. Willing to participate as a member of the team.

- Treats others fairly and respectfully.
- Maintains good working relationships with colleagues by being honest, reliable, and dependable.
- Expresses own opinion while remaining factual and respectful of other team members' perspectives.
- Support team goals, follow team processes, and contribute to team decision-making.

- Encourages other team members by recognising their contribution.
- Regularly volunteers and participates in activities.

## Commitment to Quality, Safety, and Risk Management

The ability to focus on understanding stakeholder's needs and expectations and to respond effectively and efficiently to them. Has a good knowledge of and is committed to offer a quality service through the achievement of goals, accreditation standards, other organisation/ department standards and risk management frameworks and guidelines.

- Ensures the team are clear and informed of the accreditation and risk management requirements.
- Advocates for the needs of service users.
- Puts processes in place to ensure accreditation, quality improvement measures, and risk management processes.

## Resource Management

Manages and utilises the organisation's resources most effectively to maximise the value for money proposition and to identify cost savings where possible.

- Demonstrates a commitment to the value for money proposition.
- Makes decisions based on a considered approach to the management of resources.
- Effectively manages and allocates resources within their control.

## Key Relationships

Internal	External
Reception Staff	Members of the LGBT+ Community

Operations and Development Manager	Suppliers
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## Overview of Practical Arrangements

### **Hours and place of work**

Part-time, 19.5 hours per week. The nature of the organisation's operations and this role specifically requires flexibility in the hours of work and will require occasional weekend and evening work and some travel nationally.

### **Holidays**

Holidays are as outlined in the Community Employment scheme rules.

### **The Protection & Safeguarding of Children and Vulnerable Adults**

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### **Confidentiality**

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

### **Outhouse is an Equal Opportunities Employer**

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.



# Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidates data held by Outhouse.

## Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

## Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed application form before the **deadline for application on 18th November 2024 at 5:00pm.**

To apply, please call to your local INTREO office and quote reference number **CE2361665** to be placed on a referral list.

We will inform candidates who have been successfully shortlisted by close of business on 29th November 2024. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. We kindly request that you do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur at the start of at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**