ENDING ABUSE, EMPOWERING LIVES



Changing Pathways
Application Pack
Housekeeper

Welcome

Changing Pathways is a registered Charity, providing domestic abuse services across the south of Essex, in partnership with Ending Violence in Essex Charity.

We are the Essex County Council commissioned service for Harlow, Epping, Brentwood, Thurrock and Basildon.
We deliver a range of services, offering a non-judgemental, trauma informed approach to support men, women and children who are or have experience domestic abuse.

This includes:

- ·Safe accommodation
- ·Outreach Support
- ·Specialist Services for the Global Majority
- ·Stalking Support
- ·Counselling
- ·Training

Joining our team means becoming part of a dynamic, innovative, and supportive environment where your growth and success matter. We are passionate about what we do, and we value collaboration, creativity, and excellence. By joining us, you'll work alongside talented individuals who inspire and challenge one another to achieve their best. We are committed to providing opportunities for professional development, fostering a culture of inclusivity, and recognising the unique contributions of every team member. If you're looking for a workplace that values your skills, encourages your ideas, and supports your ambitions, this is the perfect place for you to thrive.



Tania Woodgate
Chief Executive Officer



Our Vision

Equality, safety and hope for everyone affected by abuse

Our Mission

To support safer communities by placing survivors at the centre of our work, providing support, advocacy and partnership on their pathway to recovery.



Our Values

Integrity & Trust

We act ethically, are transparent, and keep our promises, so people can rely on us.

Inclusive Respect

We value every person, embrace diversity, and ensure everyone feels seen and heard.

Compassion

We respond with empathy and care, taking a trauma informed, person-centred approach.

Empowerment & Advocacy

We amplify voices, defend rights, and build people's confidence to make informed choices.

Collaboration & Learning

We work in partnership and share knowledge, continually educating ourselves and others to improve outcomes.

Our values guide how we design and deliver services, how we treat those we support, and how we work with partners. They anchor decision-making, ensuring we prioritise safety, equity and impact, while strengthening governance, accountability and trust.

Our staff adhere to our values, and that's what makes us a PROUD organisation.

POSITIVITY: We approach change and challenges with a positive mindset and optimism.

RESILIENCE: We treat everyone fairly and with respect, value and celebrate differences.

OWNERSHIP: Our behaviours are PROUD towards everyone regardless of their role.

UNITY: We are one Organisation. Together we are stronger.

DEDICATION: We uphold a strong commitment to our clients, our work, the organisation and each other

The Role

To provide a high-quality, reliable and efficient housekeeping service across Changing Pathways' safe accommodation properties, ensuring that communal areas, rooms and self-contained accommodation are maintained to a consistently high standard of cleanliness, hygiene and presentation. The Housekeeper will play an important role in ensuring that accommodation is prepared promptly for new residents, helping to minimise void periods and creating a clean, safe and welcoming environment for individuals and families escaping domestic abuse. Working across multiple properties, the postholder will organise their workload effectively, respond to changing operational priorities and contribute to the overall quality and smooth running of Changing Pathways' safe accommodation services.



Main Responsibilities

MAIN DUTIES:

. Cleaning and Housekeeping

- Clean and maintain communal areas, kitchens, bathrooms, bedrooms, offices and shared facilities to a high standard.
- Undertake routine and deep cleaning in accordance with agreed schedules.
- Maintain hygiene standards and identify and report cleanliness, damage or property concerns.
- Work safely and considerately around residents, children and colleagues.

2. Room and Property Preparation

- Clean and prepare vacant rooms, flats and bathrooms following resident departures.
- Ensure accommodation is hygienic, presentable and ready for new residents within agreed timescales.
- Prioritise cleaning around occupancy changes and planned move-in dates to minimise void periods.
- Check and report missing, damaged or defective items.
- Complete cleaning checklists and confirm when accommodation is ready for inspection or occupation.

3. Multi-Site Working

- Provide reliable housekeeping services across allocated Changing Pathways properties.
- Plan and prioritise daily and weekly tasks across sites, responding flexibly to urgent requirements.
- Liaise with Safe Accommodation colleagues regarding priorities, progress and delays.
- Maintain records of completed tasks and outstanding work.

4. Cleaning Supplies and Health & Safety

- Monitor, replenish and securely store cleaning supplies and equipment.
- Follow COSHH, infection control, waste disposal and safe working procedures.
- Use appropriate PPE and ensure hazardous materials are inaccessible to residents and children.
- Promptly report maintenance defects, hazards and health and safety concerns.

5. Resident Safety and Confidentiality

- Respect residents' privacy, dignity, belongings and personal space.
- Follow procedures for accessing occupied accommodation and maintain professional boundaries.
- Maintain strict confidentiality regarding residents, information and safe accommodation locations.
- Work sensitively and in a trauma-informed manner, reporting safeguarding or welfare concerns promptly.

6. General Responsibilities

- Uphold Changing Pathways' values and promote equality, inclusion and respectful working relationships.
- Comply with organisational policies, including safeguarding, confidentiality, data protection and health and safety.
- Attend relevant training, supervision and meetings.
- Undertake other reasonable duties appropriate to the role.

GENERAL:

1.Identify own training and development needs and participate in all training courses relevant to the Changing Pathway's commitment to providing high quality services.
2.Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
3.Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

OTHER:

1.The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be able to drive (the Pool Vehicle to visit sites) and work across the whole contract area as required.
4.Must hold business cover insurance on their own vehicle.
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1
This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

Criteria	Essential/ Desirable	How it's Assessed
Experience		
Experience of cleaning or housekeeping in a professional, residential or similar environment.	E	Application Form/Interview
Ability to maintain consistently high standards of cleanliness and hygiene.	E	Application Form/Interview
Ability to work independently and organise tasks effectively.	E	Application Form/Interview
Ability to manage competing priorities and work across multiple locations.	E	Application Form/Interview
Reliable, punctual and able to work flexibly within agreed hours.	E	Application Form/Interview
Good communication skills and ability to work as part of a wider team.	E	Application Form/Interview
Understanding of confidentiality and professional boundaries.	E	Application Form/Interview
Ability to undertake the physical requirements of the role, with reasonable adjustments where appropriate.	E	Application Form/Interview
Willingness to undertake relevant health and safety, safeguarding and organisational training.	E	Application Form/Interview
Previous experience of cleaning residential or supported accommodation.	D	Application Form/Interview
Knowledge of COSHH and safe use of cleaning chemicals.	D	Application Form/Interview
Awareness of domestic abuse and trauma-informed approaches.	D	Application Form/Interview
Full driving licence and access to transport for multi-site working.	E	Application Form/Interview

Criteria	Essential/ Desirable	How it's Assessed
Education		
A good standard of general education	E	Application Form/Interview
Other		
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Application Form/Interview
Willingness to work flexibly and able to travel to different sites and venues	E	Application Form/Intervi

We are committed to operating within the legal framework of the Equality Act 2010. As our organisation qualifies for an exemption under Section 9 of the Act, we only recruit female candidates for this role. This exemption is applied lawfully and in accordance with the specific occupational requirements of our organisation.

What can you expect from us?

Supportive Work Environment

- A culture of respect, collaboration, and inclusivity.
- Open-door policy for feedback, ideas, and concerns.

Opportunities for Growth

- Continuous learning through training programs, workshops, and certifications.
- Clear career progression paths to help you achieve your goals.

Work-Life Balance

- Flexible working hours and hybrid/remote work options.
- Paid time off, holidays, and wellness days.

Competitive Compensation

- Fair and market-aligned salary packages.

Recognition and Rewards

- Regular acknowledgment of individual and team contributions.
- Awards, shout-outs, and celebrations of success.

Innovation and Creativity

- Encouragement to bring new ideas to the table.
- Freedom to innovate, experiment, and grow professionally.

A Focus on Well-Being

- Mental health resources and employee assistance programs.

Social Responsibility

- Commitment to sustainability and ethical practices.

Empowerment and Autonomy

- Trust in employees to take ownership of their work.
- Support for independent decision-making and problem-solving.

Terms and Conditions

Contract
This is a part time position. On a permanent contract.
Salary: £15.00 per hour
Reports to: Safe Accomodation Operational Manager/ Designated Team Leader
Hours per week: 25hrs

Benefits Include
Contributory Pension Scheme. Equipment to undertake your role (hybrid).
Training and developed tailored to your level of experience.
Staff Discounts on BrightHR. Pets at Work Policy.

Leave
25 days per year plus bank holidays (pro rata).
Expenses
You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties

Location
Changing Pathways main office is in Felmores End, Basildon.
Your location of work will be at our Safe Accomodation sites in Basildon and Thurrock.
Free parking is available. Parking is available and is charged. Costs are reimbursed.

Occupational Sick Pay
On successful completion of probation, we offer tiered sickness pay benefits.
Notice Period
4 weeks' notice

How to apply
Please complete our application form and email completed form to welcome@changingpathways.org stating clearly in the subject line the post you are applying for.

Those shortlisted for interviewed will be informed by email no later than two weeks after the closing date. Only those who are successfully shortlisted will be contacted.