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**Sunderland Care and Support**

**Job Description**

**Role Title** – Surveyor - Home Improvement Agency

**Company Role Profile –** RT4S

**Responsible to** – Service Manager

**Purpose of Role**

To provide and promote person-centred care and support to vulnerable customers including people who have a range of mental health needs, learning and physical disabilities, and require differing levels of support; to meet a range of complex social and health needs.

To be part of a team providing an effective and efficient a high quality Home Improvement Agency (HIA) that makes a difference and improves the safety and independence of customers by delivering a wide range of disabled adaptations

To carry out duties within the HIA that supports our customers to leading a good quality of life with the right level of independence,

Provides advice, assistance and support to older or disabled people and other vulnerable individuals who wish to repair, improve or adapt their homes.

**Scope**

Sunderland Care and Support is a large social care provider in Sunderland, employing over 1200 people and providing a wide range of services, including:

* Sunderland Telecare
* Farmborough Intermediate Care centre
* Recovery at Home Service
* Community Equipment Services
* Home Improvement Agency (including Handyperson Services)
* Day services
* Short-break and Respite Services: 1 for children and their families, 2 for adults with learning disabilities and 1 for people with a physical disability
* Supported Living Schemes
* Registered Residential Services
* Support Time and Recovery and Outreach Services
* Sunderland Shared Lives

**Values**

The post holder will:

* Commit to the vision, core values and objectives of Sunderland Care and Support
* Embrace the 6C’s of Care
* Aspire to adopt the Skills for Care Workplace Principles

**Sunderland Care and Support Mission Statement**

To be a trusted provider in the delivering of high quality customer focused social and health care services

**Sunderland Care and Support Values are:**

**Primary Value**

**The needs of the Customer come first**

**Core Values**

* Customer focus and respect
* Service and integrity
* Creativity and accountability
* Co-operation and partnership

All employees of Sunderland Care and Support are expected to:-

* **Respect**- Treat everyone in our diverse community, including customers, their families and colleagues, with dignity.
* **Compassion**- Provide the best care, treating customers and family members with sensitivity and empathy.
* **Service and Integrity**- Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our customers place in us.
* **Safe, Caring and Personal-** Inspire hope and nurture the well-being of the whole person, respecting their physical, emotional and spiritual needs
* **Excellence**- Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwor**k- Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work**- enjoy their role each day through enhancing the lives of those we serve, through creative ideas and the unique talents of each colleague they work with

**All employees of Sunderland Care and Support are expected to embrace ‘The6Cs’ of providing high quality social care and support**

The values and behaviour covered by the 6Cs defines a vision for care and support that reinforces the values and beliefs that underpin care, wherever it takes place.

The **6Cs** are:

* **Care** - our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
* **Compassion** - how care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care.
* **Competence** - means all those in caring roles must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.
* **Communication** - central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for "no decision about me without me". Communication is the key to a good workplace with benefits for those in our care and employees alike.
* **Courage** - enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
* **Commitment** - a commitment to our customers and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our customers, to take action to make this vision and strategy a reality for all and meet the health, care and support challenges ahead.

Sunderland Care and Support has also adopted t**he Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

* Being accountable.
* Making a difference.
* Focusing on detail.
* Delivering quality.
* Being completely honest.
* Keeping promises.
* Being reliable.
* Being positive.
* Meeting deadlines.
* Helping others.
* Being a great team member.
* Respecting company policy and rules, and respecting others.
* Showing tolerance.

**Key Tasks and Responsibilities of Role**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder**

1. **Skills, Knowledge and Qualifications**

* HNC or equivalent in Building ConstructionAt least 2 years experience working in building or construction.
* Experienced in preparing building specifications.
* Experience in planning and delivering domestic adaptations demonstrating decision making skills and ability to work on own initiative
* Experience and ability to exercise judgement, make balanced assessments beyond that of standard technical guidance and put
* Demonstrated knowledge of building construction, building defects and appropriate remedies, including building costs, their estimation and the tendering process
* Involvement in or experience of working with community based agencies
* IT skills.: Ability to use
* Microsoft computer packages including complex Microsoft Excel spread-sheets and Word to produce reports and statistical information
* Organise electronic files
* Complete electronic records.
* Prepare sketch plans using a PC drawing package e.g. IDAPT

1. **Duties**

These are the key tasks as currently defined. They are **not** listed in priority order and post holders should not place emphasis on the location of the task within the forgoing job description. From time to time the key tasks may be varied and the post holder will be expected to take on such variations within the constraints of the grade

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| * Effectively project manage contracts assigned to the post including the management of progress, performance, contract compliance, quality of workmanship, customer satisfaction, financial payments, and claims Assess the risks associated with problems and where appropriate bring to the attention of the Service Manager any issues that may impact negatively on the customer or damage the company’s reputation * Liaise with health and social care professionals to provide cost effective disabled adaptations. * Undertake initial site visits as directed, either independently, or with Occupational Therapists (and other support agencies as required), to assess suitability of property for adaptation, repair and improvements. * . * Carry out the preparation of tender contract documentation ensuring compliance with Construction Design and Management regulations, The Party Wall Act and all other statutory and non-statutory obligations are fulfilled. * Administer the full financial assistance process for all types of assistance from enquiry through to completion of the works in line with all current procedures and policies that are applicable at the time. * Inspect works as required in connection with interim payments and to assess completion for final payment, and ensure a good standard of workmanship and value for money. Liaise with building contractors over proposed adaptation * Investigate customer reports of defective work, post job completion with a view to working positively with both customers and contractor to resolve defects and to fully participate in the investigation of customer complaints, or unsatisfactory building works to resolve them quickly and sensitively. * Update computer databases as necessary maintaining appropriate paper and electronic records * Provide advice and, when necessary, specifications, sketch plans and electronic plans for discussion and tendering if required. * Undertake as directed, initial and subsequent meetings and negotiations with contractors, surveyors, customers and health and social care professionals. * Act as contract administrator for HIA work and undertake contract meetings with clients and contractors as required. * Assist with the checking of administrative systems, progress reports, process grant approval documents and financial spread sheets. * Promote public and commercial awareness of the work of the section and of the assistance and commercial services that are available |

1. **Working Environment Context**

* Work flexibly as required
* Work flexibly across office residential properties and building locations.
* Ensure the service has appropriate staff cover, maintains approved staffing levels and staffing availability.
* Manage the health, safety and security of the workplace for yourself, colleagues, contractors and customers, in accordance with legislation and SCAS policies and procedures.
* Maintain a working knowledge of legislation, codes of practice, circulars and technical developments and comply with any appropriate standards of continuing professional development including attendance at seminars and workshops.

1. **Professional Context**
   1. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning, training.
   2. Deliver learning and development to colleagues in SCAS in line with service requirements and professional expertise.
   3. Keep up to date with knowledge, skills, innovation and developments in service provision, to use in your work with people and when leading the staff team.
   4. Honour and prioritise work commitments.
   5. Act in a professional manner, in line with SCAS policies, procedures, it’s commitment to equality and sound value base of social care principles.

For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

1. **Other duties**
   1. The post holder is expected to be flexible in order to:

* Provide appropriate support and carry out other tasks and duties in line with their job role descriptions.
* Attend regular team meetings, supervision and appraisal sessions.

**Duties and responsibilities of the Role**

This Role Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.

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| **Role Description Agreement**  **Post Title……………………………………………………………………**  **Post Holder’s Name……………………………………………………….**  **Post Holder’s Signature………………………………………………….**  **Date………………………………………………………………………….**  **Line manager’s Name…………………………………………………….**  **Line Manager’s Signature……………………………………………….**  **Date………………………………………………………………………….** |