**JOB DESCRIPTION**

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| **Post Title: Handyperson** | **Director/Service/Sector Adult Social Care/Home Improvement Service** | **Office Use** |
| **Grade: 4** | **Workplace: Foundry House** | JE ref: HRMS ref: |
| **Responsible to: Team Manager – Home Improvement Service**  | **Date: March 2016** | **Manager Lever:** |
| **Job Purpose: To advice and assistance elderly and disabled service users and families of disabled children to live safely and independently by carrying out minor repairs, maintenance and minor adaptations. Carry out home safety checks, offer practical advise and support and signpost to other services**. |
| **Resources** | Staff | None |
| Finance | None |
| Physical | Moving and handling of objects. Frequently driving alone on a daily basis, at times, in isolated places and /or inclement weather. Dealing with sensitive and complex situations |
| Clients | Service users and families of disabled children who have been assessed as needing minor works to their homes. |
| **Duties and key result areas:*** Carry out all tasks, repairs, telecare, sensory equipment installations and minor adaptations as required to the necessary quality standards
* Mulitskilled to deliver a range of Handyperson jobs as required – fitter, joinery, plumbing
* Assess the nature, extent and risk associated with the works required, taking appropriate action where needed
* Assess jobs and produce technical drawings and quotes
* Appropriate select and operate hand held tools
* Conducting Home Safety checks to identify hazards in service users home and advise on options for addressing any hazards
* Carry out works in a safe manner and adhere to all Health and Safety regulations and good practice
* Asbestos awareness
* Adhere to and follow all policies applicable to post, service and organisation.
* Use all equipment and materials in accordance with the instructions and training provided
* Effectively communication and provide technical advice with health and social care professionals and external parties
* Be client focused, display empathy to all service users regardless of circumstances
* Be respectful of service users property and belongings
* Effectively communicate in a professional manner at all times
* Build effective working relationships with colleagues and partners
* Work as part of a team, sharing relevant knowledge, information and experience with colleagues where necessary
* Actively signpost service users to other services where a need is identified
* Accurately record work completed, advice given and outcomes achieved
* Ordering and accounting for all materials used to ensure value for money for the service
* Awareness of building materials
* Responsibility for safe handling of cash payments
* Responsibility for ensuring works vehicles supplied are maintained in a clean and serviceable condition
* Responsible for ensuring all tools supplied are maintained in a clean and operational condition
* Responsible for the safe storage and stock of tools and materials
* Flexible approach, in how, when and where the service is delivered
* Take responsibility for own health and safely and that of others
* Take responsibility for own work; working constructively and proactively learning from mistakes
* Be open to new ideas and new ways of working
* Attend staff meetings, supervision sessions etc.
* Keep up to date with developments in the relevant fields of work through attendance at courses
* Accept responsibility for own training and development and progress in agreement with the Team Manager.
* Maximise the use of ICT facilities and contribute to their development where appropriate
* Ensure all services take account of the diverse needs of the communities they serve in terms of information, policies, staff training and competencies.
* Carry out other specific tasks that may reasonably be required from time to time by the Team Manager in furthering the development of the service.
* Display appropriate conduct at all times as a member of staff of the organisation and to observe and promote the standards of behaviour, health and safety, equality and diversity and customer care at all times
* Travel between sites as required to deliver the role
* Work agile and remote from main office
* Work inside and outside of the individuals home environment
* Must adhere to confidentiality and data protection at all times

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Frequent driving to and from service user homes, at times, in difficult weather conditions. Hold a full and valid UK driving license. Monday to Friday, flexi-hoursPossible contact with irate and distressed service users and/or family members which can place emotional demands on the post holder. Lone working requires concentration and awareness to ensure own health and safety. May work in unpleasant and unhygienic conditions |

 **PERSON SPECIFICATION**

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| **Post Title:**  Handypersons | **Director/Service/Sector: Adult Social Care/Home Improvement service** | Ref: |
| **Essential** | **Desirable** | **Assess****by** |
| **Knowledge and Qualifications** |
| * Knowledge of Health and Safety Legislation and Good Practice
* Understanding of building construction and maintenance
* Asbestos Awareness
* COSHH
* Basic understanding of plumbing
* Basic understanding of joinery
 | * City and Guilds or equivalent in a specific trade
* Knowledge of Building Regulations
* Knowledge of building materials
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| **Experience** |
| * Carrying out basic repairs and home improvements
* Excellent communication skills
* Competent in using a variety of Information Technology applications, e.g Total mobile, outlook etc.
* Evidence of experience working with elderly/disabled people
* Experience of dealing with the public by telephone and face to face
* Proven experience in verbal and written communication
* Ability to deal sympathetically and effectively with service users and/or their families/carers
* Ability to deal with difficult, emotional and demanding situations
 | * Evidence of ability to work with families of disabled children
* Experience of working with outside agencies and health and social care professionals
* Experience of working with concrete
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| **Skills and competencies** |
| * Competent skills in (e.g. joinery, fitting, plumbing etc,) ideally gained through time served qualifications
* Ability to carry out basic household repairs and improvements to a high standard including small plumbing repairs
* Basic numeracy to prepare schedules and costing of materials
* Ability to keep accurate written records of work
* Appropriately select and operate Hand Held Tool
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| **Physical, mental and emotional demands** |
| * Driving for long period of time
* Lone working for prolonged periods of time
* Site visits with the need to walk over rough ground.
* Ability to work calmly and accurately under pressure
* Ability to work under pressure and balance competing demands when meeting deadlines
* Some contact with irate and distressed service users and/or families
* Understand the need for confidentiality
* Service user orientated
* Proactive to person centred care
 | * Confident and outgoing personality
* Ability to mix concrete
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| **Other** |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits