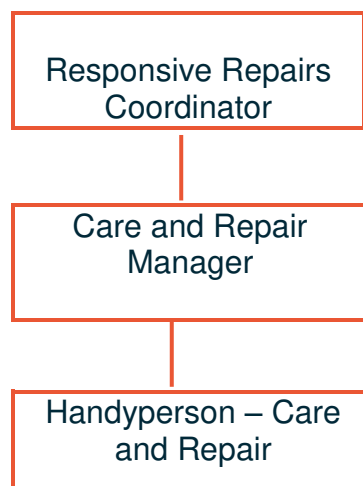


Role Profile

JobTitle: Handyperson
Department: Customer Services
Reports to: Care and Repair Manager
Grade: 4
Staff responsibility: None

Organisational Structure



Job Purpose

To provide a high quality Installation and Repair and Maintenance service for Tele-care equipment on behalf of the Highland Tele-care Service to facilitate hospital discharges.

To provide a Handyperson service in compliance with a Service Level Agreement between Highland Council and the Association – designed to assist the elderly, infirm or disabled by undertaking everyday tasks which may prove difficult for them to accomplish. In addition the post holder assists the frontline services of NHS Highland, Social Work and other partners with transporting equipment.

Key Accountabilities

- To undertake the Installation & testing of Tele-care equipment to a vulnerable client's property in order to support independent living.

- To undertake small repairs & adaptations such as grab rails/handrails & changing light bulbs etc. to clients properties enabling independent living & supporting NHS specific instructions
- To ensure that Tele-care equipment is working correctly and that the client, or the client's representative, is instructed in its use.
- To repair and maintain existing Tele-care equipment and systems.
- To liaise closely with the Area Tele-care Coordinator (NHS), to meet or exceed performance targets and to maintain appropriate levels of Tele-care stock.
- Identify issues that are causing or likely to cause problems and to participate in their resolution.
- To undertake small maintenance/repair tasks to a client's property, including advising clients on any material costs required to complete tasks and purchasing materials, and ensuring that work is carried out in a safe working environment to a satisfactory standard.
- To work closely with office based Tele-care and Handyperson administration support staff and colleagues to ensure efficient and effective safe working practices.
- To liaise effectively and cooperate with voluntary sector agencies and other stake holders.
- To advise client on the availability of other sources of support and assistance. Provide the client with advice on the options available to carry out minor works to their home.
- Provide general advice to clients on such things as energy efficiency, basic health and safety in the home, security and the employment of tradespersons.
- To be responsible for any related administration tasks, including providing clear and concise information necessary to maintain detailed records of all cases and co-ordinating work with voluntary sector support services as may be required from time to time.
- To attend any further training required to fulfil or enhance the roles.

Person Specification

Education

- SVQ Level in Carpentry or a relevant trade, or 2 years' experience in a similar role

Experience

- High level of competence in joinery and general maintenance work
- Ability to work under pressure, co-ordinate a varied and complex workload and extensive knowledge of Health and Safety
- Undertaking small repairs & adaptations such as grab rails/handrails & changing light bulbs etc. to clients properties
- Experience of administration tasks, including providing clear and concise information necessary to maintain detailed records of all cases

Knowledge

- Strong customer/client focus.
- Knowledge of building construction
- Good working knowledge of IT.

Skills and Abilities

Essential

- Full Driving Licence.
- Basic Telephone/network wiring knowledge.
- Working knowledge of all trades
- Ability to work under own initiative.
- Problem solving skills.
- A flexible attitude and approach.

Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance