

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Care & Repair Officer

**Location: Inverness**

**Team/Directorate: Property Services**

**Responsible To:** Care & Repair Manager

**Responsible For:**

# 2. JOB PURPOSE

To contribute to the efficient and effective operational delivery of the Association’s Care & Repair service, in accordance with the policies and procedures of the Association, the Care and Repair Highland Operational Manual, Care and Repair Scotland Guidance and statutory requirements.

### 3. KEY RESULT AREAS/AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

* To be responsible for the delivery of individual projects from initial client contact through to project completion and to maintain accurate records and systems to ensure the effective and efficient delivery of the service.
* To liaise with NHS Occupational Therapists and Highland Council Social Work Services on referrals for adaptations to suit the requirements of a client’s disability.
* To act in a capacity of client’s agent, visit clients in their own homes to explain the terms/conditions relating to grant applications, the application process, and the scope of medical referrals. Gather information, complete, and submit applications to the Highland Council or other funding bodies for financial assistance relating to a property adaptation/improvement.
* To maintain an appropriate balance between the needs of the individual clients, the demands of external agencies, building contracts management and collaboration with colleagues and service providers.
* To provide a technical service, undertaking property surveys, preparing C.A.D. drawings and specifications for small works, suitable for tendering purposes.
* To co-ordinate the investigation of technical problems in a property and to agree the work to be undertaken with clients and the relevant statutory bodies.
* To provide caring advice and support including liaising with and referral to other appropriate statutory agencies, professional services and voluntary organisations.
* To ensure that tender packages, reports and estimates are analysed and to liaise with contractors, clients and the relevant statutory bodies accordingly.
* To co-ordinate the submission of Planning Applications, Building Warrant Applications, and other consent submissions as required.
* To liaise with consultants and contractors during works in progress and to undertake visits to clients as required.
* To scrutinise invoices, recommend the release of grant monies and arrange payment for work carried out.

To monitor outcomes against targets and to provide information and regular reports to the manager to enable performance to be monitored and forward planning to take place

**3.2 Key Performance Indicators**

# Performance indicators to be met as per service level agreement between The Highland Council & NHS Highland.

Main driver for Care & Repair/Handyperson is to provide better outcomes for persons over 65 years & persons with disabilities by promoting independence & allowing them to remain comfortably & safely within their own home.

* Monitoring of Contractor completed jobs within timescale as per SLA.
* Monitoring of approval/spend levels associated with capital budgets of £800,000.
* Review & monitoring of client feedback to implement service improvements.

# 3.3 Key Contacts – Internal & External

Maintain & build upon relationships between:

* Cairn HA Colleagues
* NHS Occupational Therapists
* Local Authority Grants Officers
* Local Authority Housing department
* Local Authority Planning department
* Local Authority Building Standards department
* Cairn HA approved contractors
* Consultants, such as Architects, surveyors etc.
* Registered Charities.

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to, such as CDM 2015, COSHH, HASAWA, GSIUR, RIDDOR, ETC.
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Carry out health & safety inspections.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | HND level in building & construction or other professional relevant qualification.  IT systems:  Microsoft packages, Word, Excel, PowerPoint etc.  Health and Safety awareness.  Current UK driving Licence. | Other software use;  In house scheduling database.  Cornerstone  Documotive  NHR  Learnpro  IOSH  CDM 2015  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  GDPR  Lone Working  Energy Performance of a home. |
| Experience | Substantial experience in a similar role with 3-4 years’ experience.  Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined. | Clerk of Work experience is desirable.  Supervisory experience of construction contracts. |
| Knowledge | Detailed understanding of, Building, construction & trades.  Detailed understanding of CAD packages.  Essential understanding of, or able to reference;  Local Authority Building & Planning regulations.  Building Material products.  Construction drawings.  CDM2015. | Understanding of housing grants, Aids and adaptations.  IOSH |
| Skills | **Advanced**:  Computer Aided Design of adaptations to meet a certain need  **Highly Developed in:**  IT literacy, particularly in MS office applications including Word, Excel, spreadsheets and databases.  Delivering a customer focused service.  People skills & person-centred approach.  **Developed:**  Understanding of current Building regulations  Appreciation of and commitment to the social housing/care of community developed sectors. | Microsoft Project |
| Personal attributes | **Responsible** (ensures the needs of vulnerable, profoundly disabled and terminally ill clients are met, and with a commitment to confidentiality)  **Flexible & Adaptable** (is change-orientated and can adapt to the requirements of others and put these to the forefront)  **Analytical** (can coordinate a number of relevant/linked tasks at varying stages concurrently)  **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). |  |
| Additional requirements | Ability to cope with long periods of lone & remote working.  Ability to drive with access to a vehicle  Flexible Working to suit the business needs, work late or OOH attendance in extreme circumstances. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature:**  **Date: 26/06/2019**