

**Job Description**

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

**Job Title:** Telecare Installer / Care & RepairHandyperson

**Location: Caithness**

**Team/Directorate:** Handyperson

**Responsible To:** Senior Operation & Estates Services Officer

# 2. JOB PURPOSE

To provide a high-quality Installation, 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 the transportation, installation, and cleaning of medical equipment.

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

* To undertake the Installation of Tele-care equipment to a vulnerable client’s property in order to support independent living.
* 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 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 install, collect and clean medical equipment to enable independent home living for NHS clients and in line with NHS protocols.
* 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.

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**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.

* Monthly review of client satisfaction to establish outcomes after service provision.
* Job completion target of 95% against priority.
* First time fix target of 90%.

# Key Contacts – Internal & External

* Highland Council Children’s Services.
* NHS Highland Community Occupational Therapists.
* NHS Highland Hospital Occupational Therapists.
* NHS Learning & Disabilities Occupational Therapists.
* NHS Highland Deaf Services.
* Other community Team and services.
* Wheelchair services.
* Cairn HA Business Services Team.
* Cairn HA Property Services Team.

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* 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.

# 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 | Recognised qualification or at least 3 years relevant experience  High level of competence in joinery and general maintenance work |  |
| Experience | Knowledge of building construction | Good working knowledge of IT. |
| Knowledge | Extensive knowledge of Health and Safety  Working knowledge of all trades | Basic Telephone/network wiring knowledge. |
| Skills | Developed ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines.  Highly Developed to communicate effectively with a wide range of customers verbally, by telephone and in writing.  Developed interpersonal skills to build and maintain working relationships.  Developed in working on own initiative and as part of a team. | Awareness of working with a client scheduling database  Problem solving skills. |
| Personal attributes | Ability to work under pressure, co-ordinate a varied and complex workload.  A flexible attitude and approach.  Strong customer/client focus.  A positive, problem-solving attitude.  Respect for others and a commitment to equal opportunities.  Able to accept responsibility and show initiative.  Confident and enthusiastic, flexible, and adaptable.  Commitment to confidentiality. |  |
| Additional requirements | Full Driving Licence.  Ability to attend events & represent Cairn HA’S Care & Repair/Handyperson service.  Highly Developed in a good customer care with a caring and sensitive approach. |  |

**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:**