

Role Profile

Part A - Grade & Structure Information

Job Family Code	1/2OS	Role Title	Handyperson
Grade	PS1/2	Reports to (role title)	Home Manager / Deputy Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	98-113	Service	Service Delivery
		Team	
		Date Role Profile was created	Aug-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To take day-to-day responsibility for the general maintenance, safety and security of the grounds or premises, as directed, to ensure optimum state of repair and safety for use.</p> <p>The role holder will maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements.</p> <p>They will undertake routine maintenance of buildings and grounds and gardens by regular checks of premises and major systems (e.g. heating, drainage) and / or undertake repairs as necessary to ensure the optimum readiness for use.</p> <p>The role holder will undertake routine maintenance of equipment by regular checks and repairs as necessary to ensure optimum readiness for use and maintain levels of stock by regular checks and reporting to ensure that adequate supplies of materials are available.</p> <p>They will assist in monitoring the wellbeing of clients and the service provided by observation and reporting to ensure that quality standards and care plans are met.</p>
Work Context	<p>This role is based in Service Delivery, which is part of the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Working on the premises and grounds of a care home, the role holder will assist and support staff in day-to-day provision of services as directed to ensure that care plans are implemented.</p> <p>They will ensure safety and security by checking the operation of all security and safety systems (e.g. fire alarms, call bells, locks) as directed, and ensuring the security of the premises and any contents.</p> <p>They will also dispose of and clear rubbish from the premises as directed by the manager, to maintain a tidy, hygienic and safe environment.</p>
Line management responsibility if applicable	N/A

Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out basic cleaning and cleaning tasks to leave the facility clean and tidy. • Carry out basic repair and/or maintenance duties as instructed. • Collect and use tools and equipment needed for given tasks, check they are safe and fit for use, keep in good condition and return on completion. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Carrying out simple and repetitive tasks in accordance with defined standards and quality. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy. • Ability to understand basic health and safety and hygiene and other relevant procedures. • Able to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • May be required to undertake manual handling and physically demanding work.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Knowledge of relevant Health and Safety legislation and Environmental Health requirements. • Be physically fit. • Practical trades experience (maintenance, DIY and gardening). • Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.
Role Summary	<p>Roles at this level carry out basic preparation, catering, cleaning and maintenance tasks in a defined area using basic tools and equipment in support of the provision of an operational service. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines on a daily basis.</p>