

Job Description and Person Specification

Job details

Job title: Sheltered Housing Caretaker

Grade: Grade: BAND 1 SCP 1/2

Reports to: Sheltered Services Manager

Responsible for: 1st Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Sheltered Housing Services

Purpose of the job

Reporting to the Sheltered Housing Manager the post holder will be responsible for effective caretaking services across various sheltered housing schemes including the general cleaning, rubbish removal, painting and minor ad hoc maintenance of the communal areas and grounds. The post holder will ensure the security and general appearance of the sheltered housing schemes are maintained to high standards.

The post holder will also be responsible for undertaking routine and prearranged fire testing and keeping accurate records. The post holder is expected to ensure safe working practices are observed and the health and safety of residents occupying properties with communal facilities is not compromised.

The post holder is expected to provide a holistic pro-active and dedicated service, providing practical “hands on” assistance, advice and guidance.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

Principal responsibilities

Role Responsibilities

The post holder is expected to:

COMMUNAL AREAS

Undertake a range of caretaking tasks internally and externally as necessary including corridors, landings and stairwells, guest rooms, communal lounge, kitchen, bathroom and laundry areas.

Remove any item posing an immediate health and safety concern or fire risk storing or disposing as appropriate.

Offer advice to residents in relation to the disposal and removal of household rubbish from shared areas and the range of options available to dispose of bulky items including white goods and furniture.

Report any dangerous or urgent issues maintenance issues affecting the quality of the environment.

Undertake weekly fire testing and complete log records.

Undertake regular scheme walkabouts and inspections.

Assist contractors with access to restricted areas and rooms.

Report major building repairs and door entry malfunctions.

Undertake minor repairs including refixing/tightening up loose door and window hinges, handles and frames, banisters, lock changes, and easing or adjusting gates latches/catches/hinges and minor repairs as a temporary measure after break-ins, vandalism etc.

Clear blockages, remove foreign matter from sinks, toilets, drains, kitchen grease traps, wastepipes and clean up spillages as required in communal areas

Ensure lighting is operational to all communal areas. Clean light fittings and to test lighting systems weekly replacing where necessary minor parts such as tubes, bulbs, fuses starters and diffusers, in accordance with safe working practices.

Undertake minor painting and decoration works to communal areas to remedy unsightly scuffs/marks or stains in between pre planned painting works.

Undertake portage tasks as required including setting up and clearing away furniture.

Work in partnership with external and internal contractors on issues affecting communal areas.

Record meter readings for communal lighting and communal heating for utility billing payment.

Dispose of waste materials in a safe, hygienic manner ensuring that it is available for collection as required.

GROUNDS MAINTENANCE

The post holder is expected to:

Report major grounds maintenance issues and undertake minor and seasonal grounds maintenance tasks, removing weeds, and self-set saplings, leaf sweeping, chippings/bark top ups, bulbs/bedding planting, cutting back hedges and shrubs, strimming, and edging to communal garden areas, pathways and patio areas.

Ensure that the regular contracted garden services are completed and undertake clearing up duties.

Clear gullies and drains from debris and ensure the grounds are kept litter free.

Undertake gritting and snow clearance to pedestrian access routes on an ad hoc basis in cold weather conditions.

Remove minor rubbish and fly tipped goods.

Report large rubbish accumulations in communal areas, drying areas, stores, bin areas and communal grounds to the sheltered services officer for investigation.

Clear spillages, remove and disinfect human excrement, urine and vomit as required

Safely remove and dispose of discarded hypodermic syringes, pills and medication

Report pest or rodent infestations

GENERAL MAINTAINANCE

The post holder is expected to:

Report the need for repairs/replacement to fixtures and fittings including floor coverings, wall decorations, light fittings, door entry systems and banister and railings.

Undertake painting and decoration of communal areas in between pre-planned works

Undertake basic caretaking duties such as adjusting, changing light bulbs, loose locking door mechanisms, tightening screws and re-fixing window catches, affixing signage.

Remove graffiti where possible with the use of chemicals or by painting over.

Work flexibly and undertake similar tasks broadly consistent with scope and function of the post and cover the duties of another caretaker or cleaner during periods of annual leave or sickness.

EQUIPMENT AND MATERIALS

The post holder is expected to:

Be responsible for the safe keeping of all clothing, tools and any machinery or equipment issued.

Ensure the appropriate PPE is used at all times.

Use materials applicable for the task being carried out which have a COSHH Risk Assessment undertaken and for which safety instructions have been supplied.

ADMINISTRATION

The post holder is expected to:

Complete a daily record of action/duties undertaken.

Maintain accurate fire detection testing logs and health and safety inspection records

Monitor stock and equipment levels, order goods in line with current practices and ensure stocks are suitable for the purpose of the task and replenished frequently

Ensure that Health and Safety procedures are complied with and keep all plant and equipment in a clean and tidy condition.

1. Performance and Service Improvement

The Post holder is expected to:

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved in reviewing processes, completing risk assessments, procedures and policies.

2. Team Working and Relationships

The Post holder is expected to:

Work closely with colleagues in the sheltered housing and property services teams to identify and resolve issues in relation communal spaces and external areas.

Offer assistance to Housing Estate Caretakers with large scale ad hoc tasks.

Ensure the service area has a strong and effective relationship with other services within the organisation by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values,

Internally: Housing and Sheltered housing teams, Housing and Property Service team, Head of Housing, Sheltered & Housing Managers.

Externally: Wide network of contacts at local levels residents living in schemes and their visitors, Police, Fire & Rescue Service and Ambulance teams, contractors and tenants groups/forums and resident associations.

3. Key Role Accountabilities

The Post holder is expected to:

Deliver 1st class services to council tenants.

Identify and suggest solutions to resolve issues and concerns

Be responsible for health safety and wellbeing of residents and team members.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

4. Misc Requirements

Maintain a working knowledge of computer software appropriate to the duties and responsibilities

Maintain an up-to-date knowledge of best practice in the field of caretaking services and health and safety to maximise opportunities for continued service improvement

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support NNC’s emergency contact and response activities and attend and reset fire alarm systems.

Special features of the post

A fleet van will be available for use for business purposes

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE standard including Maths and English	Multi Trade skills First Aid Qualification Hold a relevant trades qualification or show an equivalent capability. CIHM – Membership
Experience and Knowledge	Experience of working with a local authority or registered provider, Practical and working experience of caretaking, cleaning grounds maintenance or handy man services in a similar role. Experience of working with people who may find themselves in difficult situations Knowledge of the COSHH regulation and Health and Safety Experience of managing and prioritising own workload without supervision to meet demands and targets	Experience of working effectively colleagues, partners, and stakeholders Experience of working with people who may find themselves in difficult situations and may have multiple/complex health needs including challenging behaviours. Knowledge of housing legislation.

Attributes	Essential criteria	Desirable criteria
Ability and Skills	If this is a customer-facing role, spoken English fluency must be included here (refer to the guidance for managers on the English Fluency duty). Ability to lone work effectively or as part of a team Ability to clean and clear to high standards Ability to complete accurate simple records and templates Ability to undertake minor caretaking or DIY tasks Ability to pull weeds, remove moss, mow lawns, strim, cut back shrubs or overhanging branches shrubs Ability to lift or move heavy items Excellent communication skills. IT and keyboard skills Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		Full driving licence and access to a vehicle for work