

## ROLE PROFILE

<b>Job Title:</b> Caretaker	<b>Role Reports to:</b> Keyworker Team Leader	<b>Business Function:</b> Commercial	<b>Grade:</b> H
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<p><b>Job Purpose:</b></p> <p>Provide light maintenance and caretaking services for Your Housing Group’s Keyworker Accommodation Schemes, both to the external environment and also to the internal areas of the Scheme and properties, ensuring all work is carried out in accordance with the service standards, Health &amp; Safety requirements, building regulations, relevant legislation and Codes of Practise and all Key Performance Indicators are met.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Commercial Focus</li> <li>• Building Relationships</li> <li>• Problem Solving and Decision Making</li> </ul>
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**Key Responsibilities:**

1. Carry out light maintenance to properties, communal areas, external grounds and the accommodation management office at the scheme, e.g. changing fluorescent light tubes, easing and adjusting doors, changing tap washers, grouting, sealing around baths and window cleaning. Painting of vacant rooms, flats and communal stairwells to an acceptable standard, when required.
2. Identify and report electrical repairs that require completion by a qualified and authorised electrician.
3. Maintain the communal grounds and co-ordinate weekly refuse collections.
4. Responsible for cleaning of accommodation management office store rooms (weekly) and communal stairwells (daily) to an acceptable standard, managing and maintaining appropriate stock levels.
5. Undertake regular scheme inspections including testing of fire alarms, ensuring up to date records including work activities and maintenance repairs.
6. Adhere to safe systems of work, fully complying with all Group policies and procedures, especially those in respect of Health and Safety and in line with Health & Safety legislation.
7. Ensure good customer relations are maintained by positive responding to complaints and requests from members of the public.
8. Undertake regular scheme / property inspections ensuring the Group is compliant, from a statutory compliance perspective e.g Portable Appliance Testing (PAT), fire safety, electrical safety checks. etc.
9. Comply fully with agreed working practices and processes for completing tasks, ensuring all job-related information is provided in accordance with required timescales and standards.
10. Provide cover for absent colleagues across the Keyworker Portfolio upon reasonable request.
11. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Commercial acumen when making decisions.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• IT skills that support the ability to produce documents using Microsoft Office applications e.g Word and Excel.</li> <li>• Demonstrable use of initiative, with ability to work alone or as part of a team.</li> <li>• Strong customer service skills, with the ability to communicate effectively.</li> <li>• Good organisational skills with ability to effectively prioritise a busy and reactive workload.</li> <li>• Positive and flexible attitude.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of undertaking day-to-day minor repairs to a large building or residential accommodation e.g changing taps, adjusting doors, changing fluorescent light tubes etc</li> <li>• Experience of painting and decorating</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a residential property management environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Driving license</li> </ul>

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	<ul style="list-style-type: none"> <li>• Keyworker Accommodation Team</li> <li>• Customers</li> <li>• NHS Trust Partners</li> </ul>

### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

### **Key Role Performance Indicators**

1. All keyworker schemes are contractually compliant with the relevant management / lease agreement.
2. 100% of caretaker repairs are completed within agreed / contractual timescales
3. All keyworker service standards are adhered to.
4. 100% of all compliance responsibilities assigned to the Keyworker Team are completed within the required SLA timescales.
5. Customer satisfaction and customer experience levels are improved in accordance with agreed annual operational targets

<b>Date Role Profile Created/Updated:</b>	<b>November 2018</b>
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