



Caretaker – Central Housing Team

Department: Supported Housing

Reports to: Housing Administration Manager

Direct Reports: None

Main purpose of the Job

- To carry out day to day maintenance and repairs in all properties as directed by the Housing Administration Manager.
- To carry out documented property inspections where required, involving resident/tenant participation.
- To carry out h&s related checks and tests, in particular to non care staffed properties. Examples will include fire panel and water testing.
- To assist with taking meter readings to certain properties on a monthly / quarterly basis as directed.

Key Responsibilities of the Role

- To ensure repairs, maintenance and h&s checks and tests that are carried out meet Health and Safety standards and legislation.
- Provide an excellent caretaker service to all Outward customers, ensuring that once works are carried out, the property is left safe, clean and tidy.
- To use and maintain a service vehicle, ensuring by regular checks it is roadworthy at all times and parked safely and secure at all times when not in use.
- To use a business charge/credit card to pay for items such as vehicle fuel, tools and materials. To maintain a record of spend against this card and submit to the Housing Administration team regularly every month.
- To treat Outward residents with dignity and respect at all times, and in particular whilst working in their home.

Main duties and responsibilities.

Financial and Contractual Responsibility

- To purchase equipment in the course of duties, as required (e.g. light bulbs, washers etc.).
- To consider value for money when carrying out all work activities and purchasing equipment.
- Work within Outwards procedures and other delegated financial expenditure against budget, ensuring financial records are maintained.

Service Delivery

Property maintenance

- Carry out monthly / quarterly documented property inspections as designated, reporting back on maintenance issues and any other concerns in communal areas and grounds. Inspect properties with tenants to ensure they get a say in the ongoing upkeep of the place they live.
- Undertake minor communal and individual dwelling repairs as directed via a daily work sheet, reporting back on jobs completed or any that could not be and reasons why (e.g. lack of time; could not gain entry; job is more complex than reported and requires a landlord or accredited contractor repair).
- Where it is Outward responsibility, ensure communal lighting is operational and, where appropriate, change light bulbs and diffusers; adjust timers for seasonal variation.
- Where a tenant has been flagged as requiring such help, provide practical support to help settle into their new home, for example replacing lightbulbs, putting up curtain rails and picture hooks, hanging up curtains, bleeding radiators etc.
- Ensure grounds and parking areas are maintained appropriately, including sweeping leaves and other debris regularly.
- Provide a spot cleaning service to the communal parts of designated properties as and where required.
- To cover / assist in other properties that are not part of the caretaker patch. In particular the Older People's Schemes in the absence of their caretaker, or in assisting them should peaks in demand require.

Health & Safety

- Carry out regular ad-hoc and documented checks of communal areas and ensure communal areas are kept safe, free from damp and without obstructions. To also use initiative in carrying out swift remedial maintenance work as required and reporting this back as appropriate.
- Carry out some safety checks directly, such as water hygiene and fire panel tests.
- Ensure compliance with Health & Safety Officer and Fire Officer recommendations and adhere to Outward's Health and Safety policies, and in particular lone working.
- To work within the set parameters of the caretaker role and not attempt to carry out repairs that would require a qualified tradesman such as a gas engineer or electrician.

Security

- Whilst on site visits, maintain scheme security to guard against intruders.
- Check safety of access points within properties on a regular basis, including entrance doors and windows.

Additional Responsibilities

- To work in a cooperative way at all times with other departments and external agencies.
- Participate in supervisions, local team meetings, appraisals and other Outward activities as required.
- Attend such training courses and meetings as required. To be responsible for own professional development and knowledge of best practice.
- Ensure prompt and accurate record keeping such as maintenance logs, inspection records and use of credit card and petty cash.
- To work responsibly and appropriately with due regard to confidentiality and also commercially sensitive information.
- Ensure confidentiality of customer information, ensure that you maintain professional boundaries at all times and follow Outward's Code of Conduct.
- In an emergency provide appropriate assistance to customers in line with guidance provided.
- Report any concerns about the welfare of customers and breaches of tenancy to your line manager.
- Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder's work and dealings with outside bodies.
- To comply with Outward's health, safety and welfare policies and contribute to good health and safety practice as appropriate.
- Read and follow all other policies and procedures relevant to the role.
- To be available to attend occasional evening and weekends duties.
- Undertake any other duties commensurate with the general level of responsibility of the post as required.

Person Specification

Caretaker

Criteria	Essential
Education and Qualifications	<ul style="list-style-type: none">• Full clean driving licence• Good level of numeracy and literacy• Good verbal and written communication skills• Some form of qualification in a recognised trade, City & Guilds or NVQ for example
Knowledge & Practical Skills	<ul style="list-style-type: none">• Experience and knowledge of housing maintenance issues• A minimum of one year's experience of working in a similar general maintenance role• Some prior knowledge of Health and Safety practices and regulation

	<ul style="list-style-type: none"> • Experience of carrying out manual tasks with practical ability. • Experience of undertaking a wide range of minor repairs and maintenance tasks. • The ability to carrying out d property inspections and identify and document repairs and maintenance issues
Other	<ul style="list-style-type: none"> • The ability to use own initiative to plan, prioritise and manage daily workload • The ability to keep accurate records and maintain basic admin systems • A commitment to adopting an anti-discriminatory approach in the course of your day to day work • An understanding of and commitment to resident consultation and involvement • A commitment to safeguarding vulnerable adults and promoting their welfare
	Desirable
	<ul style="list-style-type: none"> • Basic First Aid • Previous experience of working with the public, and in particular with vulnerable people • Experience of working with other agencies such as landlords and contractors
Safeguarding statement	
<p>Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.</p>	
Our values	
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect