**Bishop Creighton House**

**Safer Homes - Lockfitter/Handyperson**

# Job Description

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| Job Title: |  | Lockfitter/Handyperson |
| Responsible to: |  | Safer Homes Manager |
| Based at: |  | Bishop Creighton House |
| Salary: |  | NJC Scale Point 26 £17,515 pa plus 5% employer pension contribution |
| Hours: |  | 21 hours per week |

This is an exciting opportunity to make a real practical difference to the lives of vulnerable residents within H&F and to develop and expand the Handyperson Service project within a hardworking and committed team at Bishop Creighton House. Safer Homes assists elderly, disabled or vulnerable people and families with young children under the age of 5 to live independently and safely in their own homes. We do this by carrying out home safety, fire safety and security assessments and installing a range of equipment to prevent domestic accidents and reduce the risk of burglary and fires in the homes of vulnerable people. We also assist residents who have been victims of domestic violence or hate crimes. The service is available to all tenures in the borough. Safer Homes also runs a social enterprise scheme where residents can pay to have small carpentry works and odd jobs completed. Although the bulk of our work is completed within Hammersmith & Fulham a small amount of work may be required in the surrounding boroughs.

Due to the nature of this post an Enhanced Disclosure and Barring Service check will be necessary.

All tools are supplied as well as a vehicle. The successful applicant will have a clean, UK driving licence.

# Aims of the post

* To provide advice and support around issues of home security and safety.

* To install security, safety and fire safety equipment in the homes of elderly, disabled or vulnerable people and families with children under 5 living in the London Borough of Hammersmith and Fulham.

* To carry out minor repairs, install draught proofing and small carpentry works as required.

# Main Duties

1. To visit clients in their homes, carry out home safety, fire safety and security assessments and offer clients advice in these areas.

1. To fit security equipment as required and in line with budgets – for instance double locking night latches, deadlocks, london bars, spy holes, window locks and restrictors.

1. To fit safety equipment as required – for instance grab rails, threshold strips, secure trailing wires and carpets, change light bulbs.

1. To fit child safety equipment – for instance stairgates, cupboard catches, window restrictors.

1. To fit battery operated smoke alarms.

1. To fit draught proofing and carry out small repairs in line with current funding requirements and undertake small carpentry works – for instance assembling flat packed furniture, putting up shelves and hanging doors.

1. To demonstrate use of equipment to clients and ensure that they are comfortable with its day-to-day operation.

1. To ensure that all work is completed to a consistently high standard, homes are safe and secure, any areas disrupted by the work made good and no mess left prior to leaving client’s home.

1. To take a real pride in the service that is provided by Safer Homes.

1. To work alongside other team members to ensure project targets are always met.

1. To keep a complete and accurate record of time spent on site, work undertaken and equipment used.

1. Keep receipts for all expenses incurred and submit expenses on a weekly basis.

1. To arrange client appointments as required.

1. To provide clients with printed advice leaflets, customer satisfaction questionnaires as specified and supplied by project manager.

1. To treat clients with courtesy and respect, showing sensitivity to their needs and individual circumstances (cultural background, disability, age, fears following a crime etc.)

1. To maintain client confidentiality in line with current data protection regulations and BCH policy at all times.

1. To maintain close contact with the office and keep the Project Manager advised on any delays or changes to schedules and answer any queries which may be raised throughout the day.

1. To promote the project and BCH as a whole to service users and other professionals where possible and on occasions attend events to promote the service.

1. To participate fully as a member of the team and to support colleagues in their work, including being prepared to share your skills and expertise.

1. To carry out maintenance work within the BCH offices if required.

1. To manage stores, ensuring stock room is well organised and adequate stock levels are maintained, carrying out stock checks, ordering stock in line with budgets.

1. To purchase materials as required to complete small jobs for clients.

1. To ensure all tools and BCH van are adequately maintained, notifying project manager promptly of any problems.

1. To act at all times with regard for Health & Safety, Safety at Work regulations and good practice. Any incidents or accidents must be reported to your line-manager. You will also be expected to follow BCH’s own policies and procedures.

1. To be able to identify if a client needs additional services and with the permission of the client communicate this to the office staff to follow up.

1. You should be willing to attend training courses and BCH events as necessary, together with staff meetings, team meetings, supervision sessions and appraisals.

1. To carry out any other such task relevant to your work which may be required from time to time by your line manager or members of the BCH senior managers team.

1. To be prepared to be adaptable should the remit of the project ever change due to funding criteria.

The hours for this role are 21 hours per week to be worked between 9.00 am and 5 pm Monday to Fridays – days and times to be agreed with your line manager, with an awareness that it may occasionally be necessary to work outside these hours to meet the demands of the job.

These are the normal duties, which the employer will require from you at the date of your employment. In addition it is necessary for all staff to be flexible in this respect and all employees may be required from time to time to perform other duties, which are required for the efficient running of the organisation.

# PERSON SPECIFICATION

* The ability to fit a wide range of window and door locks and other security equipment.

* The ability to fit a range of safety equipment and undertake small repair tasks.

* The ability to carry out basic carpentry work ie. putting up shelves, hanging doors and putting together flat packed furniture.

* The ability to carry out tasks to a consistently high standard.

* The ability to act in accordance with procedures, guidelines and line manager’s instructions.

* To be able to work both independently, using your own initiative and within a small team if required.

* To take a shared responsibility for achieving project targets.

* To have an empathy with, and an interest in, the particular vulnerable groups that Safer Homes works with, to ensure that they feel well supported, valued and enabled to live as safely and independently as possible.

* To be able to work in a manner that takes account of the client’s individual circumstances, personal safety and comfort.

* The ability to communicate clearly in spoken English with clients whose first language may not be English.

* Excellent interpersonal skills and the ability to show patience, tact and tolerance. You should have a sense of humour, motivation and the flexibility to support other team members as required.

* Good record keeping and administration skills and the ability to use a computer to produce documents, send and receive emails, search the web and place orders on line.

* The ability to record details of all work carried out on data base.

* Knowledge of relevant Health and Safety requirements and the ability to ensure they are

applied while working in client’s homes.

* A willingness to attend courses and training where necessary.

* A full clean drivers licence.

Bishop Creighton House has a strict Equal Opportunities policy in all areas of our employment practice and the service delivery. Applicants will need to demonstrate an understanding of the concept of equal opportunities and a commitment to its implementation.