

JOB DESCRIPTION

Job Title:	Maintenance Worker
Service / Department:	Mildmay House
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced

Job Purpose:

At Salvation Army Homes we are dedicated to providing comprehensive, good quality housing services, support and resettlement, for people who have recently experienced homelessness and who are in need of support and accommodation. Mildmay House works to enable the growth of people's strengths and talents supporting them to develop their skills and resources to transform their lives overcoming barriers such as alcohol and drug dependences, and enable independent living.

The Maintenance Worker will undertake a range of duties and responsibilities related to the fabric of the building, its furnishings and equipment and the grounds of the scheme, to help ensure that the service is kept in good condition principally through day to day repairs and planned maintenance, including for example, cleaning, decorating and plumbing.

Main Duties and Responsibilities:

- Ensure that all internal aspects of the scheme, including the fabric of the building, its furnishings and equipment are clean and well maintained to a high standard
- Ensure that all external aspects of the scheme including the fabric of the building, grounds and facilities are clean and well maintained to a high standard
- To detail and undertake planned maintenance and proactively identify any repairs required internally and externally and ensure its completion personally or via an approved contractor
- Be the main point of contact for contractors and maintenance callouts to the scheme
- To ensure that all activities, repairs and maintenance are conducted within health and safety requirements
- Ensure that the scheme complies with all aspects of health and safety, including but not limited to carrying out routine fire testing and keeping accurate up to date records of all health and safety checks
- Responsible for the collection and delivery of items required for the scheme including repair materials and furniture
- Maintain a full and accurate daily log of events relating to repairs and maintenance attending to all items listed, responding promptly to all repair requests, keeping management informed on repair outcomes and escalating repairs where appropriate
- To engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach.
- To be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements.
- To work within Salvation Army Homes safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

Related Activities:

- To participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Qualification and/or training in an appropriate trade along with training in, for example, health and safety, COSHH, manual handling would be preferred but not essential

Aptitudes and Abilities:

- Demonstrable empathy with the client group
- Successfully undertake a variety of low level repair and maintenance activities both internally and externally eg electric equipment, painting, woodwork, plumbing, etc
- Understand the safe use of appropriate equipment that is provided to undertake repairs and maintenance
- Good diagnostic and problem solving skills regarding repairs and maintenance
- Able to undertake physically demanding activity at times which might include on occasion, adjusting heavy equipment, accessing small spaces, climbing ladders and moving heavy objects
- Good understanding of or willing to learn additional repairs and maintenance techniques, health and safety, risk assessments etc within a residential setting
- Good time management skills and able to manage workload appropriately
- Build effective working relationships, communicating effectively with a variety of people.
- Able and willing to occasionally work outside normal working hours should an emergency arise would be an advantage

Experience and Interests:

- Experience of successfully undertaking repairs, maintenance, cleaning etc duties including contractor liaison
- Experience of working in a residential service context would be helpful but not essential
- Experience of carrying out a wide variety of areas of low level maintenance duties to a high standard

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership – we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment – we have trust	Have we given the right context to our message? Has our communication been story-driven?