

Role Title	Handy Person
Corporate Focus	Lochaber Care and Repair
Objective	1. Contribute to the objectives of Lochaber Care & Repair 2. Provide a Handy Person / Small Repairs Service to older people and people with disabilities throughout Lochaber 3. Delivery of Technology Enabled Care service 4. Provide a Community Aids & Equipment service
Accountability	LCR Manager
Management Responsibility	None
Main Location / Base	Community Equipment Store but extensive travel required throughout Lochaber
Hours of Work	35 hours per week Monday – Friday
Date Approved	31.07.23

Responsibilities
1. Contribute to providing an effective and responsive service that meets clients' needs and the objectives of the service 2. Carry out assessments for repairs, improvements and adaptations to support safe, independent living for clients of the service within the requirements of the Handyperson service 3. Delivery of a Technology Enabled Care Service including the installation of Community alarms and associated peripheral devices (Telecare) and annual servicing and maintenance of Telecare devices 4. Undertake minor adaptations and small repairs to client's homes and ensure they are delivered to the satisfaction of the client. 5. Advise clients on the safe use and operation of aids and equipment in their homes and organise servicing 6. Provide energy savings advice and other services where appropriate 7. Contribute to the operation of the Community Equipment Service 8. Contribute to monitoring the performance of the service by providing accurate and timeous data and other relevant information 9. Contribute to the recruitment, training and support of volunteers to the operational guidelines of the Handyperson service 10. Contribute to the satisfactory delivery of the NHSH/THC Handyperson/Telecare contract

Key Activities
1. Establish a trusting, caring relationship with clients ensuring that clients are satisfied with the service delivered

2. Ensure that accurate records and relevant paperwork are maintained to contribute to the overall achievement of Care & Repair objectives
3. To operate a Community Aids & Equipment service, including keeping accurate records of stock
4. Install and demonstrate aids and equipment to clients which may require manual handling and to organise servicing
5. Clean and disinfect all used equipment prior to reuse or storage
6. To purchase any materials, arrange delivery and maintain appropriate records in respect of these in accordance with LCR policies and procedures
7. Assist clients in securing the services of suitable contractors for works that clients wish to have carried out but which are outwith the scope of the Handyperson service
8. Advise clients on energy saving and any other services which will assist them with living independently and in safety and refer them to other agencies where appropriate and with the consent of the client
9. To liaise with personnel from NHH and The Highland Council and other agencies as required to achieve the aims and objectives of the Handyperson service
10. Assist in ensuring that all premises used by the Handyperson service are used and maintained in a safe and clean condition and meet the requirements of the LHA Groups' Health & Safety policy.
11. To install, demonstrate and uplift Telecare equipment in accordance with Care & Repair and NHH policies
12. To maintain accurate Telecare stock control and records
13. To carry out audits of Telecare equipment and location as required
14. Installation of wireless fire detection systems

Other Responsibilities

- Represent Lochaber Care and Repair and the Lochaber Group positively and effectively at all times
- To be familiar with, observe and uphold all policies and procedures relevant to this role
- Communicate effectively with colleagues to ensure high quality service provision and performance
- Contribute constructively and effectively to the resolution of any complaints from service users and customers
- To participate in all relevant training and development
- To comply with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required
- Always to maintain confidentiality in line with the policies of LCR
- Always to deal in a pleasant and courteous manner to clients in delivering the service
- Always to act in the best interest of Lochaber Care & Repair & Handyperson Service
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Specific Resources Associated with this role
Vehicle Mobile Phone / ICT Protective Clothing
Key Relationships
THC & NHH
Additional Information – Provide cover for Telecare during public holidays including Christmas and Easter break on a rota system