

ASSISTANT HANDYPERSON
Person Specification

Qualities	Essential	Desirable
Qualifications / Experience	1. Good general standard of education. 2. Willingness and ability to undertake all training required for the role, including manual handling, infection prevention and control and equipment maintenance. 3. Experience of working with members of the public and providing a good standard of customer service. 4. Experience of working independently, organising own workload and making appropriate day-to-day decisions. 5. Experience of working safely and following procedures and instructions. 6. Experience of using basic computer systems and Microsoft applications.	1. Relevant training in manual handling, infection prevention and control, equipment maintenance or Health & Safety. 2. Experience of working with aids, wheelchairs or community equipment. 3. Experience of cleaning and decontaminating equipment to an appropriate standard. 4. Experience of stock control, stores management or maintaining equipment inventories. 5. Experience of working with NHS, local authority or other partner organisations
Knowledge and Skills	1. Good practical and technical ability, with the aptitude to undertake minor repairs and routine maintenance of aids, equipment and wheelchairs. 2. Good understanding of safe working practices and Health & Safety responsibilities. 3. Understanding of good cleaning and hygiene practices. 4. Ability to undertake manual handling and lifting tasks safely, using appropriate techniques and equipment. 5. Good organisational skills, including the ability to manage stock, equipment, records and competing priorities.	1. Knowledge of infection prevention and control requirements relevant to reusable community equipment. 2. Knowledge of community aids and equipment and their use. 3. Basic knowledge of servicing, inspection or maintenance requirements for community equipment.

	6. Ability to use ICT effectively to record information, communicate and undertake routine administrative tasks. 7. Good verbal communication and interpersonal skills. 8. Ability to build positive and trusting relationships with service users, colleagues and partner organisations. 9. Ability to work effectively on own initiative and as part of a team. 10. Ability to identify when an issue should be escalated rather than resolved independently.	
Personal Skills	1. Positive, practical and solution-focused approach. 2. Reliable and able to work with a minimum of supervision. 3. Flexible and willing to respond to changing service priorities. 4. Strong commitment to providing a high-quality service. 5. Patient, respectful and sensitive when working with older people and people with disabilities. 6. Understanding of the importance of dignity, confidentiality and professional boundaries. 7. Able to work calmly and effectively when under pressure. 8. Good team worker who communicates openly with colleagues. 9. Commitment to the aims, values and objectives of Lochaber Care & Repair and the wider Lochaber Group.	

Other	1. Current valid driving licence and ability to travel extensively throughout Lochaber as required by the role. 2. Able to undertake the physical requirements of the post, including moving, lifting, loading and unloading aids and equipment, with appropriate equipment and training. 3. Willingness to work primarily from the Community Equipment Store and at service users' homes and other locations throughout Lochaber. 4. Willingness to undertake relevant training and development.	
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