



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Job Description

Job Title	<i>Minor Adaptations Officer – South Powys</i>
Reports to	Senior Technical Officer
Date	<i>March 2023</i>
Location:	Home Based – but will be required to travel to work anywhere in Powys and possibly in neighboring counties.

Purpose of Role

The multi-skilled property maintenance operative, would be conversant in the use of information technology, have excellent customer care skills, and will be committed to assist frail and elderly clients to live a long life, by installing fixed aides that will assist them to move freely within and around their home without obstacles. The post-holder would be able to undertake basic assessments, and offer practical solutions and advice.

This highly rewarding role will involve a considerable amount of lone-working, whilst keeping in regular contact with team members, physically, via telephone, technological devices or via video conferencing.

To read and understand basic building specification, and be able to assess for, and carry out minor adaptations under various funding programs to meet the needs of vulnerable, frail and elderly clients.

To record work undertaken accurately and mentor trainee colleagues as appropriate and as required.

Main duties and accountabilities

1. Customer Service

- 1.1 To visit clients in their homes to carry out a wide range of small household adaptation works, for example grab rails, ramps, steps, key pads, as well as assisting with de-cluttering, draught-proofing, obstacle removal, and some small scale building-related work.

- 1.2 Communication with clients is vital, as is the recording of work undertaken and advice given is crucial, along with referring the client on to other colleagues or agencies should they need further assistance.
- 1.3 Carry out fire safety assessments of client homes and install smoke detectors, carbon monoxide detectors or any other home safety apparatus as required.
- 1.4 Always behave in a professional manner and promote all aspects of the agency's work.

2. Communication

- 2.1. Excellent communication is one of the key attributes required in this role, therefore the need to maintain close liaison with Administration and senior colleagues in order to ensure a first class responsive service to the client, is pivotal to its success as well as ensuring the efficiency of our Care & Repair agency.
- 2.2 Liaise with the referring officer in the fitting of equipment and execution of minor adaptations to the required specification.
- 2.3. Liaise with, and maintain constructive working relationships with, colleagues at Barcud and other agencies as required in order to provide a seamless service.

3 Administration and Financial Management

- 3.1 Maintain appropriate records regarding work undertaken and materials used in order to support stock control, invoicing and other financial matters.
- 3.2 Provide information as requested by the Senior Technical Officer, and other colleagues in order to monitor the service and/or report to funding partners.
- 3.4 Be responsible for all your own personal administration.

4 Health & Safety

- 4.1. Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and clients and adhere to Health & Safety policies/procedures at all times.
- 4.2 Ensure the day to day cleanliness, safety and security of the workshop provide adequate protection of client's furniture, carpets, etc, and leave their home clean and tidy.
- 4.3 Take responsibility for using and maintaining PPE (Personal Protection Equipment) issued by the Agency and report any defects to the Senior Technical Officer.

- 4.4 Ensure the safety, security and maintenance of tools and equipment and report any defects to the Senior Technical Officer.
- 4.5 Carry out regular basic maintenance checks of vehicles provided by the Agency and report any defects to the Senior Technical Officer.
- 4.6 Keep up to date with all aspects of Health & Safety training

5 Generic

- 5.1 To abide by and promote the ethos and vision of Care and Repair Powys at all times.
- 5.2 Take responsibility for own personal development. Keep up to date with developments in relevant fields of work.
- 5.3 Be aware of, and act in accordance with, the Agency's Confidentiality Policy, and the requirements of the General Data Protections Regulations (GDPR).
- 5.4 Be aware of, and act in accordance with, the Agency's and the Barcud Group policies and procedures..
- 5.5 Actively promote the Agency's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & Diversity legislation.
- 5.6 Participate in staff meetings and training courses as required.
- 5.7 Any other duties commensurate with the post, as may be required by the Agency.

March 2023