

JOB DESCRIPTION

Maintenance Coordinator (Care Homes)

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our residents but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focused services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

Job Purpose

- Reporting to the Care Home Manager you are responsible for providing efficient and effective maintenance support to the care home.
- Liaising with the Care Home Manager you are responsible for daily general care home maintenance.
- You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-orientated style, keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

Key Responsibilities

- Carrying out weekly fire alarm system tests, ensure that tests and findings are recorded appropriately in the fire alarm log book and that any necessary remedial work is rectified without delay.
- Fire Risk Assessments (FRA) – You will ensure that any identified FRA remedial work to be actioned (at care home level) is done so promptly, and completed within the time frame identified in the FRA action plan. Along with the care home manager, you will update the FRA after each action has been completed.
- Carry out staff Orientation fire training, ongoing mandatory fire training and practical fire training sessions.
- Ensure the timely turn - around of resident rooms, ensuring that repairs, re-decoration, flooring repair/replacement is carried out ASAP so that residents on waiting list can be admitted.
- You will ensure that the general internal and external appearance of the buildings and surrounding areas are maintained in accordance with required standards
- You will ensure that equipment, heating, lighting and alarm systems operate at optimum efficiency.

- Along with the manager, you are responsible for attending and making notes of the 2 weekly meeting with the asset team representative. You will provide the manager with a copy of the minutes of the meeting and up load a copy on the minutes into the care home maintenance folder.
- You are responsible for carrying out all necessary audits, resultant actions and keeping records to evidence compliance as required by Fire Safety, Environmental Health, Health and Safety and Care Inspectorate.
- You are responsible for ensuring that heating systems, plant and equipment is efficiently and effectively operated and maintained, make adjustments as necessary and report deficits and malfunctions to the Manager/Asset team/approved contractors (if applicable).
- Maintain interior and exterior lighting systems in a clean and serviceable condition, replacing minor parts such as bulbs, fuses, starters and diffusers where necessary.
- Unblock sinks, traps, toilets and waste pipes where possible.
- Ensure that gullies, drains etc. are kept free of debris and that the premises and grounds are litter free.
- On a daily basis manage the homes waste materials in a safe, hygienic manner.
- Undertake portering tasks, moving, assembling and clearing away furniture including specialist nursing beds and equipment.
- Hold a petty cash float/credit card for the purchase of materials relating to work carried out in the care home. You will maintain an accurate record of your spend and submit receipts and records to the finance team, as requested.
- Carry out any repairs/maintenance work requested in the Repairs Log Book, in good time.

*Typical work that forms part of this role includes:

- Carrying out joinery, plumbing, painting, plastering, tiling, gardening, and general jobbing repairs, in consultation with the Home Manager.
 - Keeping store rooms, plant rooms, bin stores clean and tidy.
 - Maintaining records including repairs orders, equipment maintenance registers (both adding and removing) and maintaining accurate stock records.
 - You will carry out PAT of equipment, and ensure that this is done within the stipulated time period. You will ensure that the appropriate & updated PAT labels are applied to the equipment/plug, and the PAT information is recorded and maintained.
 - Liaise with any contractors visiting the site.
- Report emergencies relating to gas, electricity and water supplies to the Manager, or when not immediately available to specified contractors/approved suppliers.
 - Assist with costing/pricing refurbishment jobs in the Care Homes.
 - Participate in refurbishment projects in the Care Homes.
 - You will ensure that equipment used in repairs and maintenance in the home is kept in good order and stored safely.
 - You will ensure that the vehicle supplied by Viewpoint is kept in good clean condition and any repairs and faults are notified immediately.
 - Provide information for the annual budget preparation.
 - You will be responsible, as part of the care home team for the delivery of excellent standards of infection control being implemented during your maintenance activity and that it is in line with VHA Infection Control Policy and Procedure, Health Protection Scotland guidance/Health & Safety/COSHH and ensuring that all regulatory compliance is adhered too.
 - You will ensure that you have copies of reports, for example, gas, water, electrical, FRA etc and certificates of compliance, for any regulatory inspection that maybe undertaken by regulatory bodies.

- Participate as part of VHA's response team as part of the business continuity response to major incidents such as fire and flood and our emergency on call rota.
- You will oversee contractors on site, ensuring that all Health and safety, Infection Control and company policies are adhered to.
- You will ensure that a sample % of water checks are carried out as per the regulatory requirements, the water test results are recorded and that anomalies/issues are reported to the care home manager and assets to organise rectification/repairs.
- You will report any form of maintenance security issue, to the care home manager and where possible and you are able, rectify this. When you cannot resolve this, you will report this to assets, who will organise a contractor to address this.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Your area of responsibility's systems, data and processes.
- Ensuring the services are delivered within the service budget, within your area of responsibility.
- You will be able to communicate clearly & effectively with stakeholder to discuss orders/discrepancies and to negotiate prices where possible
- Assessing and managing risk as it relates to your team services and objectives.
- Undertaking organisational training as required, including Infection Control/COSHH/Health and Safety/GDPR compliance and safeguarding etc.
- Ensuring compliance with all relevant policies and procedures.
- Providing accurate and timely management information relating to maintenance performance and how this contributes to overall business performance.
- You will ensure that any maintenance issues out with your area of responsibility, is reported to the care home manager and onto the assets team, to organise the repair or address the issue.

Behaviours

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

VHA Values

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	SVQ /GCSE's up to standard grade	D	
2.	Skills / Abilities		
	Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders	E	
	Office/ICT skills in relevant software	E	
	Organisational and administrative skills, ability to prioritise	E	
	Proven problem solving and planning capability to meet deadlines	E	
	Ability to build relationships and create successful working opportunities	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Experience of working with older people and people with Dementia	D	
	Ability to prioritise , organize and plan daily tasks required keep the home running smoothly	E	
	Ability to understand and carry out instructions in line with manufacturers requirements	E	
	Ability to manage and monitor budgets	D	
	Ability to build confidence and motivate and improve performance and foster a supportive culture	D	
3.	Experience		
	Maintenance experience in a Care Home setting	D	
	An awareness of current Health and Safety requirements and able to take responsibility for your own safety and the safety of other members of staff	D	
	Knowledge and awareness of Fire Safety/Infection control/COSHH and able to apply safe working principles relating to these in your daily duties	E	
	Experience of working in the not for profit / charity sector	D	
4.	Knowledge		
	Working knowledge of heating systems,	E	
	Good knowledge of systems/equipment relevant to role	E	
	Proficient in recording of information/record keeping	E	
5.	Behaviours		

	Highly self-motivated with effective leadership style and a self-managing “can do” attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Support the care home manager with performance management and have the ability to measure outcomes of success	D	
	Support the care home manager to deliver a vision of the future organisation	D	
	Willing to be flexible in working hours and able to travel as required	E	
	Satisfactory PVG Check	E	
	Clean Driving Licence	E	