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|---------------------------------|--------------------------------|
| <b>Job title</b>                | Maintenance Worker             |
| <b>Responsible to</b>           | Head of Facilities and Housing |
| <b>Remit of the post covers</b> | North Kent and Medway          |
| <b>Hours</b>                    | Part time, 15 hours per week   |
| <b>Salary</b>                   | £12.70                         |
| <b>Length of contract</b>       | Fixed Term 1 year              |
| <b>Location</b>                 | Dartford Base                  |

### **Purpose of the Post**

This post is to carry out routine maintenance and redecoration for North Kent Mind's Facilities and Housing Services Departments.

### **Structure of the Post**

The Maintenance worker will be supervised and managed by the Head of Facilities and Housing and be accountable to the Board of Trustees of North Kent Mind.

The post will be based in the North Kent Mind Office in Dartford, but travel to other North Kent Mind sites will be regularly required, for which travel expenses are payable. It is a condition of employment that the postholder is prepared, whenever applicable, to travel to and work at any of our premises as required within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

### **A: DUTIES OF THE POST:**

These duties apply to all North Kent Mind Staff, whichever service they work for.

1. To work within a framework which:
  - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
  - Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
  - Respects, encourages, and builds on individual clients' coping strategies, skills and autonomy.
  - Maintains good liaison with any other outside agencies as is necessary.
  - Promotes good joint working, links and cross-referral with North Kent Mind colleagues
2. To participate in supervision and appraisal
3. To attend Staff Meetings and service team meetings.
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

### **B: DUTIES OF THE POST: SPECIFIC ( Maintenance)**

North Kent Mind provide a supported housing service for 35 people who have experienced mental health problems and now need some support to live independently. Accommodation is provided in 6 sites in the area.

- Dartford a block of 8 self-contained flats near the town centre.
- Northfleet a block of 6 self-contained flats.
- Gravesend a large house converted into 5 self-contained studio flats, 3 self-contained flats within one house and a block of 7 self-contained flats.
- Swanley 6 self-contained flats within one house.
  
- **Maintenance:**
  - Assist the maintenance worker to carry out repairs and small works across the supported housing properties and North Kent Mind buildings.
  - Assist in redecoration works where needed and liaise with other trades when required
  - Arrange with Facilities administrator bulk collection or skips for white goods/ furniture.
  - Maintain accurate records of all maintenance duties, checks and appointments attended:
  - H&S checks.
  - Outlook calendar (appointments, meetings, etc.)
  - Incidents, accidents and near misses (reporting)
  - Liaise with administration team to arrange diary for appointments/job list
  - Maintain accurate record of internal audits and complete new ones when required:
  - White Goods/ Furniture & Equipment (tenants flats, communal rooms and offices)
  - Maintenance equipment, gardening or cleaning materials, tools, etc.
  - Storage (sheds/ cupboards, etc.).
  - Keys.
  
- **VOID works:**
  - Complete VOIDS pre inspection checks.
  - Complete full VOID inspection check.
  - Report back to Head of Facilities and Housing
  - Liaise with Head of Facilities and Housing and Maintenance Worker to estimate and agree deadlines to complete specific jobs.
  - Assemble new furniture and equipment where needed
  - Tenants flats (as per our Managing Agent contractual expectations)
  - Communal rooms (as per our Managing Agent contractual expectations)
  - External works (fences, patios, sheds, gardens, car parks, etc.)
  - To undertake redecoration works, as identified by the Head of Facilities and Housing, throughout the housing projects.
  - To assist tenants with small jobs, i.e. picture hanging.

- Work closely with the Housing Maintenance Worker, Gardener and Head of Facilities and Housing.
- In the absence of the Gardener- complete weekly flushing waters checks (communal toilets/ waters)

This list is not exhaustive duties can be added in discussion with the post holder. Our managing agent expectations change and update time to time. This post will be linked to our Managing agent contractual expectations with our commissioners.

## PERSON SPECIFICATION

| Criteria                                                                                                                                                 | Essential | Desirable |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| An awareness and understanding of how people can move forward with their lives                                                                           |           | ✓         |
| Awareness, knowledge and understanding of maintenance jobs (plumbing, painting skills, woodwork, construction, flooring, etc.), repairs, re-decorations. | ✓         |           |
| An awareness and understanding of maintenance expectations                                                                                               | ✓         |           |
| Ability to complete maintenance jobs indoors and outdoors                                                                                                | ✓         |           |
| Knowledge & ability to complete accurate H&S checks, Fire Safety checks                                                                                  | ✓         |           |
| A non-judgemental attitude to mental health service users                                                                                                | ✓         |           |
| An understanding and awareness of what makes supportive housing successful                                                                               |           | ✓         |
| An empowering and positive attitude to mental health service users                                                                                       | ✓         |           |
| Ability to work within a team                                                                                                                            | ✓         |           |
| Experience of supporting volunteers and trainees                                                                                                         |           | ✓         |
| Good written skills                                                                                                                                      | ✓         |           |
| Excellent communication skills                                                                                                                           | ✓         |           |
| Excellent Time management skills (dealing with deadlines)                                                                                                | ✓         |           |
| Good listening skills                                                                                                                                    | ✓         |           |
| An understanding of the need for strong professional boundaries                                                                                          | ✓         |           |
| Proactive and flexible approach to problem solving                                                                                                       | ✓         |           |
| Good organisation skills                                                                                                                                 | ✓         |           |

|                                                                                                     |   |  |
|-----------------------------------------------------------------------------------------------------|---|--|
| Good computer skills (Microsoft Office 365, Email, Outlook Calendar, Data Base, Internet search...) | ✓ |  |
| Able to work on own initiative                                                                      | ✓ |  |
| Car driver/owner                                                                                    | ✓ |  |
| Ability to work flexible hours                                                                      | ✓ |  |
| Ability to take on physical duties (moving furniture, equipment, bulk, waste...)                    | ✓ |  |