**JOB DESCRIPTION**

**Name of Employee:**

**Position Held:**  Maintenance Person

**Care Home:**

**Date employment commenced:**

**Reporting to:** Home Manager

**Introduction**

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, with significant expansion plans for the future.

Whilst we aim to be a profitable company and provide shareholder returns, our mission is:

*“By prioritising* ***our people****, our mission is to provide the* ***highest standards of care*** *in our own homes and to improve elderly care across our industry”*

The Home Manager is your immediate line support manager responsible for day to day line support and formal appraisals and one to ones.

The Maintenance & Refurbishment Support Manager is available for mentoring, training and guidance only.

**Job Purpose**

To carry out the day to day maintenance of the fabric of the building, its services and grounds/gardens to ensure that it is safe and desirable place for its residents to live and team members to work.

This will involve a combination of completing regular maintenance checks, day to day maintenance tasks, completing more superficial refurbishment projects (e.g. bedrooms & living spaces) autonomously, and periodically assisting the Maintenance & Refurbishment Support Manager with more involved refurbishment projects (e.g. ensuites, bathrooms, laundry rooms etc.)

In addition, your purpose will involve doing everything possible to ensure that your care home makes a positive contribution to Jasmine achieving all its primary aims:

1. For all our homes to have a Jasmine Compliance Score of over 80% at all times
2. For all our homes to have a team retention rate of over 70% per year
3. For over 60% of all our team to have a Diploma in Care Qualification
4. For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
5. For all homes to have a [www.carehome.co.uk](http://www.carehome.co.uk/) Rating of over 9.5 out 10
6. For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

To achieve the following specific personal objectives of the role:

|  |  |  |
| --- | --- | --- |
| **Job Role Objectives** | **Allocation (%)** | **Completion Date or Ongoing** |
| Complete monthly maintenance schedules by the 7th of each month and then remedy and / or document all issues identified before submitting schedules for review by head office before the 20th of each month. To be *totally accountable* for uploading to the J drive each month | 20% | 31/03/2024 |
| Ensure that the action plans of all the annual Bedroom & Communal maintenance audits completed by the Compliance Support Manager are signed off *within 3 months* and room scores are in line with *the latest* quarterly targets (from 30/06/2023 these are 8 and above for decoration and 6 and above for everything else) | 35% | 31/03/2024 |
| Ensure available rooms are decorated (where necessary) and turned around within 3 days of being vacant – MPs to be *total accountable* for this (including ensuring housekeeping do what they need to) and for updating Ambassador Report | 20% | 31/03/2024 |
| Ensure all aspects of the exterior of your care home are presentable and homely at all times – Scored based on proportion of visits that the Compliance Support Manager has rated the exterior of the home 8 or above out of 10 | 25% | 31/03/2024 |
| **Total** | **100%** | **N/A** |

**Person Specification**

*Jasmine Values*

Job role holder must exemplify all of Jasmine’s Values, which are:

1. Passionate about providing the Highest Standards of Care
2. Committed to Training
3. To want to be One Big Team
4. To Communicate Openly, Honestly & Effectively
5. To Have & Reward a Strong Work Ethic
6. To provide a Positive Working Environment
7. To provide a Homely place for our Residents to live
8. To Embrace Change
9. A belief that everyone is an Ambassador for Jasmine
10. To act with Integrity by always doing what we say we will
11. To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions, than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

*Competencies*

* Ability to work to tight deadlines
* Ability to manage pressure and conflicting demands, and prioritise tasks
* Ability to organise own time and workload
* Ability to methodically complete checklists of work and maintenance checks
* Self-motivated

*Skills, experience and professional qualifications required*

* General maintenance knowledge / experience (e.g. minor electrical, decorating, plumbing, joinery work etc.)
* Within six months of employment all job role holder should be able to competently complete all the tasks on the competency checklist later in this job description
* Clean driving licence and use of a car or similar vehicle
* Must be able to work 35 hours minimum per week

*Skills, experience and professional qualifications preferred*

* Modest IT skills, including ability to email, print documents, scan documents, save documents with appropriate file names and fill in basic excel spreadsheets. Training can be provided for this if necessary
* Ability to set up a computer and ensure that is networked and the internet is working. Training can be provided for this if necessary

**Key Responsibilities**

*Monthly Maintenance Checks*

* To comply with company policy by completing monthly maintenance schedules by the 7th of each month
* To remedy and / or document all issues identified before submitting schedules for review by the Maintenance Support team member based at the Support Hub before the 21st of each month
* To be responsible for updating the check sheets during each month and saving them onto the J drive

*Annual Maintenance Audits*

* To ensure that the action plans of all the quarterly maintenance audits completed by Compliance Support Manager are signed off well before the next audit is conducted
* To liaise with the Maintenance & Refurbishment Support Manager regarding any tasks that requires input from either him or an external contractor
* To liaise with the Maintenance & Refurbishment Support team member at the Support Hub regarding any tasks that requires input from either him or an external contractor

*Refurbishment of Bedrooms & Communal Areas*

* To ensure the care home is in good decorative order at all times and either completely refurbish or assist the Maintenance & Refurbishment Support Manager with the refurbishment of any rooms/areas of the home with low scores (agreed at the beginning of each financial year)
* To identify and refurbish areas before they get low scores

*Day to Day Maintenance & Maintenance Work Lists*

* To complete all work put on the home’s maintenance work list/book by the Home Manager
* To identify and remedy necessary repairs after consulting with the Home Manager
* To identify equipment that is unsafe to use and remove for repair or replacement following discussion with the Home Manager
* To ensure all external areas, grounds and gardens are kept tidy and well maintained to ensure the tidy appearance of the home at all times
* To ensure that the waste compound is clean and well maintained

*Reducing Maintenance & Refurbishment Costs*

* Ensure that external contractors are only called where jobs cannot be performed in-house
* Ensure contractor sign off forms are always completed by external contractors and are saved on the J drive
* Ensure that external contractors only spend the time they need to in order to complete tasks they are commissioned to do. Most Jasmine contractors now work on a time and material basis, and consequently the less time they spend on site the less jobs will cost the company

*Energy Efficiency*

* To minimise energy consumption by ensuring lights are maintained and switched off when not in use
* To minimise energy consumption by ensuring that the heating is properly regulated and switched off during periods of hot weather
* To test and monitor temperatures on domestic hot water and radiators and adjust timers as necessary to minimise energy consumption
* To monitor the electricity usage of the home via the internet based smart meter and identify ways of reducing unnecessary electricity usage without affected service users

*Training and Development*

* To attend training sessions as required and ensure that mandatory training is kept up to date
* To be the Fire Practical Trainer (after receiving a Train the Trainer course)
* Attending mandatory training days / courses, on or off site, as and when required
* Maintaining professional knowledge and competence
* To ensure that within six months all the tasks on the checklist attached to this job description can be completed autonomously. It will be the maintenance person’s responsibility to ensure that they acquire all these skills within their six month probationary period

*Health & Safety*

* Making sure that chemicals / equipment are used correctly and safety procedures adhered to at all times
* Ensuring that paints and varnishes are used and stored only in accordance with manufacturers’ instructions
* Ensuring areas in which any painting / varnishing work is being done is well ventilated and safe for Clients, Visitors and Staff Members
* Reporting immediately to the Home Manager any illness of an infectious nature or accident incurred by a resident, colleague, self or another
* Understanding and ensuring the implementation of the Home’s Health and Safety, Infection Control and hygiene policies, and Emergency and Fire procedures
* Promoting safe working practice in the Home

*Additional Responsibilities*

* Ensure that all computers are working at all times and connected to the broadband
* Be the main point of contact with the third party IT support provider for all other IT issues
* Ensure the Bonusly TV screen is on at all times between 6am and midnight each day
* To read and adhere to all company policies and procedures
* To be accountable for updating the Equipment Log, indicating the quantity & condition of tools provided by Jasmine (this will be audited twice yearly by the Home Manager or Maintenance & Refurbishment Support Manager)
* To ensure storage areas containing tools or any potentially dangerous item are kept secured and locked, with access granted to only the Home Manager and/or the Deputy Manager(s)

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

**State dimensions to help assess the size of this job**

* Overall responsibility all general maintenance in an around the care home
* The care home has [ ] bedrooms
* The care home has [ ] large garden area, and [ ] outdoor patio areas

Job holder’s signature ………………………...…………………..........................……………………….

Manager’s signature…………………………..………………….……………………………………..……

Dated…………………………………………………………………………………………….………..…...

**Jasmine Healthcare Limited**

**Maintenance Person Competency Checklist**

All Jasmine Maintenance Persons should be able and prepared to do all of the following tasks competently within six months of joining the company.

|  |
| --- |
| **Task** |
| Change the handles & locks on doors |
| Put a new thumb lock mechanism on doors without them previously |
| Change a light switch / plug socket / light fitting |
| Put up curtain poles |
| Fill in holes and cracks in the wall |
| Channel wires into the wall or put behind skirting boards or coving |
| Install coving |
| Adjust & replace blenders on sinks |
| Maintain, adjust & replace Thermostatic Radiator Valves (TRVs) |
| Decorate high hallways (including wall paper) |
| Clear drains |
| Hang a new door |
| Fit radiator covers including cutting them down to size etc. |
| Fix toilets |
| Erect a new fence |
| All gardening |

**Reporting Line & Other Support Structures**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Home Manager (or Deputy Manager in Managers Absence)** | **Maintenance & Refurbishment Support Manager** | **Maintenance & Refurbishment Support (Hub)** |
| **Relationship to MP** | **Line Support Manager** | **Mentor & Teacher** | **Hub based Support** |
| **Description of Relationship to MP** | * Traditional Line Manager * All formal regular management * Day to Day Allocation of work & priorities | * Offers advice on how to do maintenance tasks * *When requested by Home Manager* will support MP with large or difficult jobs | * Orders anything over £50 * Arranges External contractors * Arranges all regular external checks with third party contractors * Reviews In-House Checks performed by MP and feeds back |
| **Reporting Line** | Y | N | N |
| **One to Ones performed by** | Y | N | N |
| **Appraisals performed by** | Y | N | N |
| **Holidays Authorised by** | Y | N | N |
| **Absence Report to** | Y | N | N |
| **Authorisation of Additional / Supernumerary Time** | Y | N | N |
| **Personal Development Plan** | Y | N | N |
| **Managing Priorities & Workload Day to Day** | Y | N | N |
| **Requesting additional On-site support from Maintenance & Refurbishment Support Team** | Y | N | N |
| **Notification before leaving the home for any reason – Required for Fire Safety & Value 4** | Y | N | N |
| **Urgent items required the same day can be purchased by MPs up to a value of £100 subject to notifying the following person they are leaving the home (as above)** | Y | N | N |
| **All orders that are not urgent (i.e. not required the same day), including building suppliers (Screwfix etc.) to ONLY be sent via email to Maintenance@** | N | N | Y |
| **Providing Guidance on how to do a maintenance related Job** | N | Y | N |
| **Accountability for ensuring monthly In-House checks are completed and all issues resolved *requiring MPs full collaboration*** | N | N | Y |
| **Accountability for ensuring that all external checks are completed before they are due *requiring MPs full collaboration*** | N | N | Y |
| **Accountability for ensuring that Maintenance Dashboard is always up to date *requiring MPs full collaboration*** | N | N | Y |
| **Requesting external contractors for jobs they can’t do / emergencies** | N | Weekends | Week Days |
| **Accountable for MPs Overall Engagement & Satisfaction** | Y | N | N |
| **Contributes to MPs Overall Engagement & Satisfaction** | Y | Y | Y |