



JOB DESCRIPTION

Name of Employee:

Position Held:

Maintenance Person

**Minimum Hours worked:
(net of breaks)**

This role requires a minimum of 35 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview

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, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews



- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a www.carehome.co.uk Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

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. ensembles, bathrooms, laundry rooms etc.)

Objective of Role

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

Job Role Objectives	Allocation (%)
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 <i>totally accountable</i> for uploading to the J drive each month	20%

Ensure that the action plans of all the annual Bedroom & Communal maintenance audits completed by the Compliance Support Manager are signed off <i>within 3 months</i> and room scores are in line with <i>the latest</i> quarterly targets (from 30/06/2023 these are 8 and above for decoration and 6 and above for everything else)	35%
Ensure available rooms are decorated (where necessary) and turned around within 3 days of being vacant – MPs to be <i>total accountable</i> for this (including ensuring housekeeping do what they need to) and for updating Ambassador Report	20%
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%
Total	100%

Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonusly Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)



Person Specification

Jasmine Values

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 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 Positively
- 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.

We also place a lot of importance on both positivity and humility in our leadership team.

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:

Relevant Qualification - Required	Relevant Qualification - Preferred	Experience – Required	Experience – Preferred
Clean driving licence and use of a car or similar vehicle.	Level 2 or above (e.g. in Maintenance or Facilities Management)	General maintenance knowledge/experience as per Job Description Checklist (e.g., minor electrical, decorating, plumbing, joinery work, etc.).	Reasonable IT skills, including word and excel

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).



Additional Responsibilities

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*

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

Team Member's Signature		Date	
Manager's Signature		Date	



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 ➤ <i>When requested by Home Manager</i> 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 <i>requiring MPs full collaboration</i>	N	N	Y
Accountability for ensuring that all external checks are completed before they are due <i>requiring MPs full collaboration</i>	N	N	Y
Accountability for ensuring that Maintenance Dashboard is always up to date <i>requiring MPs full collaboration</i>	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