



Job Description

Handyperson – Helping you Home service

Hours of work: 37.5

Annual Leave: 30 days plus Bank Holidays

Salary: Up to £26,500

Contract: Permanent

Employed by: Involve Kent

Responsible to: Head of Delivery

Based: Maidstone Borough (Head Office at Turkey Mill, Maidstone)

Purpose of the job

To support the 'Helping You Home' hospital discharge service, delivered in partnership with Maidstone Borough Council. To provide home safety checks, installation of telecare equipment, domestic maintenance, repairs, carpentry, and improvement services to the properties of residents who have been or will shortly be discharged from hospital in the Maidstone area, to ensure that their home is safe and fit to live in.

To support to Maidstone Borough Council's Accommodation Team and Community Protection Team carrying out minor repairs, moving and building furniture, redecoration and key safe installations of Council owned temporary accommodation units. To support the Sanctuary Scheme to help victims of domestic abuse remain in their own homes and feel safe by providing extra security measures such as: extra locks for windows and doors; panic alarms; and security lighting.

Key tasks and responsibilities

- Undertake assessment and completion of the task/property within 24 hours.
- Be on call to undertake these tasks Monday-Friday 9-5pm.
- Ensure that the tasks are within the service capability and capacity, e.g., tasks within the team skill set/qualifications.
- Assess need for materials/equipment and procure in accordance with Involve Kent's policy, e.g., key safes, grab rails.
- Liaise with clients, their families and landlords providing information about tasks that need completing and ensuring that access to the property is gained.
- Complete tasks within properties to a high standard and ensure customer satisfaction (following the feedback process).
- Take a lead on ensuring high standards of health and safety.
- Manage tools and equipment to high standards, keeping inventory up to date.
- Maintain company vehicles and take for MOT, service and repairs as required.
- Keep records of work undertaken and any issues or concerns. Liaising with Business & Projects Support Officer to ensure swift communication and processing of records, advising on time taken to complete tasks and providing documentation as required.



- Work closely with the rest of the Involve team to ensure that the client is supported by relevant services.
- Work to the values of Involve, valuing people and treating them with kindness and respect, listen to their needs and wishes and show a commitment to improving their wellbeing and independence.
- Provide home repairs such as replacing glass in doors, fixing curtain poles, securing handrails/bannisters, securing loose carpet/vinyl flooring.
- Make the home safe by moving items to reduce the risk of falls and installing equipment such as smoke detectors and lightbulbs.
- Make the home secure by replacing locks, installing spy holes and door chains.
- Moving of furniture such as moving a bed from upstairs to downstairs or rearranging rooms to make space to enable client's residence.
- Any other general tasks required to support with the maintenance of Maidstone Borough Council or Involve Kent's property.

Person Specification	Essential	Desirable
Driving licence and ability to drive a transit van	X	
Good communication skills both verbal and written, able to listen and be empathetic	X	
Locksmithing qualification/experience		X
Demonstrable experience of providing a high-quality property maintenance and repair service.	X	
Experience in working with elderly or vulnerable people		X
Able to demonstrate an interest in supporting vulnerable and elderly people	X	
Excellent knowledge of health and safety and risk management best practice	X	
Basic IT skills, able to use Microsoft Outlook and access websites.	X	
Resilient and confident, able to work in a fast-paced environment.	X	
Adaptable, flexible, have a 'can-do' attitude	X	