

Job Description

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| Job title | Maintenance Assistant | Job family | Craegmoor |
| Reporting to | Service Manager | Job code | SS/021 |
| Location | | Evaluation Date | 18/02/2013 |

Main Purpose

Under direction, delivers an efficient and effective maintenance service within a unit to assist in the well-being, safety and comfort of service users. Provides a security service, maintaining the security and integrity of the building as well as the safety of its occupants.

Key Accountabilities

Quality

1. Maintains a well decorated, safe and comfortable environment throughout the unit, in line with quality standards, and follows work processes which comply with statutory regulations.
2. Ensures that minimum safety and quality standards are checked and delivered in all unit areas in a timely and efficient manner.
3. Identifies and reports damage, faults and other related issues to line manager (and then actions as agreed) to ensure that environmental conditions continue to meet quality standards and statutory regulations. Undertakes repairs or liaises with external contractors as required to rectify these.
4. Undertakes regular internal and external patrols of the unit and its grounds, ensuring that all the windows and doors are closed and locked as appropriate to the time of day.
5. Deals with any potential acts of disturbance, vandalism or theft within the grounds, reporting these and any other untoward or suspicious incidents to the manager in charge.
6. Maintains an accurate record of all incidents and suspicious activities within a log book.
7. Acts in a manner consistent with the Priory Group's image, policy and procedures, ensuring that the units, milieu is maintained.

Innovation

8. Adopting new services, which are already introduced within other areas of the group.

Value

9. Using equipment efficiently and effectively to gain the greatest value for money.

Knowledge & Skills

Basic numeracy and literacy are minimum requirements for this role. Must have basic IT literacy skills or be willing to undergo appropriate training.

Experience

Experience is preferred but not essential as training will be given.

Autonomy & Impact

The role holder undertakes routine and regular tasks, but can alter the sequence of tasks on a daily basis. Work is regularly monitored.

Intelligent Problem Solving

Usually works within existing processes and procedures, however, some adaptive thinking will occasionally be required, in order to meet the needs of a particular operational occurrence. All incidents should be reported to the Manager in charge.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of maintenance equipment.

Informatics

Responsible for ensuring the confidentiality and identity of service users residing at or attending units.

Communication & Interaction

Role holder may respond to routine enquiries providing some basic information. More complex issues will be referred to the line manager.

Working environment

The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment. The problems faced by patients may present difficult and challenging situations, which may heighten the sensory and emotional demands of the role.

Special Features

The role holder will be expected to undergo Manual Handling & COSHH Training, as well as partake in mandatory training.

Upholding Company Values

| Competency | Req'd Level | Descriptors |
|---|-------------|---|
| Quality - Of care, treatment, of facilities and of staff | 2 | <ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements |
| | | <ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files |
| Innovation - Being forward thinking and thought leaders | 2 | <ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service |
| | | <ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services |
| Value - Due to transparency and flexibility | 2 | <ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services |
| | | <ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services |