

JOB DESCRIPTION

JOB TITLE: House Clearance Operative

ACCOUNTABLE TO: Practical Services Manager

JOB PURPOSE:

- To support older people and their families with house clearances, working sensitively to sort through their possessions, pack and remove relevant items from the home safely and respectfully.
- To observe and promote client's choice, independence, dignity, privacy and fulfillment.
- To provide non-discriminatory support ensuring that cultural needs are respected.

DUTIES AND RESPONSIBILITIES

House Clearance

1. To carry out house clearances with the Practical Services team, to organise the safe loading of the van, and ensure items are not damaged in transit.
2. Liaising with all parties involved with the house clearance, ensuring a smooth operation of removal and delivery of furniture.
3. To undertake a wide range of duties to include the sorting and packing of household contents and items within garages/outbuildings.
4. To dispose of unwanted items from a house clearance legally and within regulations, recycling where possible to help keep disposal costs to a minimum.
5. Collect and deliver furniture for an on behalf of Age UK Leicester Shire & Rutland's retail operation.
6. Complete all relevant paperwork and return it to client and/or manager, including receipt and collection of payments (if applicable).
7. Promote and deliver services in a way which is sensitive and responsive to client needs.
8. Have a basic awareness of the range of services offered by Age UK Leicester Shire & Rutland, and signpost clients to appropriate services as required.

Vehicle responsibilities:

1. To drive the organisation's vans safely and in accordance with the Highway Code.
2. To complete all vehicle checks as required and report any defects, damage or accidents to the Transport Manager.
3. To keep the vehicle clean and tidy both externally and internally.
4. Exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Leicester Shire & Rutland or provided by a third party for individual or collective use in the performance of your duties.

TRAINING AND DEVELOPMENT

1. Undergo mandatory and departmental training and development as required.
2. Evaluate the training undertaken and integrate it into your work programme.

HEALTH AND SAFETY

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in <F:\COMMUNAL FOLDER\POLICIES> or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to participate, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____