

Age UK Bedfordshire - Job Description for Bank Handyperson Support Worker

Job Title

Bank Handyperson Support Worker

Responsible To

The Area Organiser and or the Deputy CEO.

Hours

Flexible

Rate of Pay

£11.00 per hour plus mileage allowance of 37p per mile and travel time.

Payment is only made for the time providing the service to the client, which might involve collecting materials on behalf of clients. They will also be charged for any time & mileage taken to shop for materials. For example, paint or shelving. ***We always stress in our initial conversation with a client that it will be significantly cheaper for them or a trusted friend or relative to buy and shop for their own materials.***

Disclosure and Barring Service Certificate (DBS)

All successful applicants are required to undergo a Disclosure and Barring Service check at our expense and receive a clear DBS certificate.

Insurance

All employees are covered by our insurance policy.

What is a “Bank” worker?

Age UK Bedfordshire’s definition of a Bank Employee is an employee on a zero-hour contract (covered by full employment rights including paid holidays and sick pay) who will be offered work at a time that suits the employee. We do not expect a Bank Worker to set aside any set period of time, where they are waiting in the hope of being offered work.

The work is offered to an employee and they either accept or reject the job. We reserve the right (for the protection of the customer and our reputation) to withdraw the job from a Handyperson, if it is not carried out within a reasonable period of time. “Reasonable” will be described and understood at the time of the work being offered. An example is that we strive to fit a key safe within 48 working hours. We consider that if a Handyperson accepts that job, they will carry it out within 48 working hours. Thus in that instance 48 working hours will be considered a reasonable amount of time. The main point here is that if the employee is unable to meet that 48 hour criteria, they do not have to accept the job.

Why do we use Bank Handypeople?

The nature of our business with regard to the Handyperson Service, is that we market the service by various methods. The marketing will bring in a varying number of enquiries. Because we cannot foresee the amount of work coming in over any given time period, it would be unfair of us to employ anyone on the basis that they will probably have 5, 10, 20 jobs a week. Therefore, we employ “Bank” workers with a clear explanation of the role. Our experience over 20 plus years, is that the role generally suits

either retired people, who are happy to help less able members of the community while being paid a fair hourly rate for work carried out. Alternatively, part time workers, on set hours, who would like to increase their annual earnings with hours that they can fit around their current employment.

Pricing of Work

We assess by telephone the clients eligibility for the service (we only provide the service to people who cannot do the work for themselves by virtue of their age or health issues). We also assess, as well as possible, our ability to carry out the work in a competent manner. We then explain to the customer that a Handyperson will contact them as soon as possible, to discuss their needs further and then visit them to carry out the work. We will have given the customer a verbal estimate (not a quote) for the work. When a job is passed to a team member, they too will do their utmost to estimate the work by telephone and if necessary revise the initial estimate either up or down. The estimate process continues when a home visit is made, and it must be made very clear to the client what our estimate is and any snags that may increase that estimate. You will see from the list below, that most jobs are simple and straight forward, so an accurate estimate should not be difficult to arrive at. Your wage and the charge made to a client will be based upon the time you record on your timesheet (which may include time taken to buy materials).

Purpose of the role

To carry out DIY jobs around the home of Age UK Bedfordshire's customers. We are not necessarily looking for skilled professionals, but a good degree of competency is required in one or more of the following disciplines:

Carpentry, small plumbing work, minor electrics, small building jobs.

Here are examples of some of the work we carry out:

Repairing or replacing small areas of weather damaged garden fencing.

Planing an internal door after new carpets are fitted.

Replacing a cistern.

Replacing tap washers.

Fitting a new ceiling rose.

Replacing a vacuum cleaner lead.

Making good a worn garden step.

Replacing a smashed window pane.

Fitting shelves.

Fitting or replacing window curtain poles or runners.

Fitting Grab Rails in a safe and secure manner.

Fitting an external Key Safe securely.

Clean out ground floor guttering.

Clean outside ground floor windows.

This list is not exhaustive as we try to meet all reasonable customer requests.

Our customer criteria are people who can no longer carry out these tasks due to health or age issues and who live in the county of Bedfordshire.

Main Duties

- To provide practical DIY assistance to our customers within their own homes.
- To carry out 'Warmer Homes' Assessments & fitting draught excluding and energy efficiency items
- Carry out health and safety assessments prior to carrying out any work.
- To ensure that all work is carried out in a competent manner and to inform the Area Organiser if you feel we are offering you a job that is outside of your competency level.
- To be able to provide accurate estimates of time and materials required to carry out work.

- To report potential hazards to the Area Organiser and seek advice if necessary before proceeding with any work.
- Assist in monitoring and evaluation of the service as required.
- To be sympathetic to the needs of older people, giving support and understanding when needed and to encourage and help people to be as active as possible.
- To attend staff and training meetings for which you will be paid.
- To undertake other tasks within Age UK Bedfordshire within the job holder's abilities, as maybe required from time to time by the Area Organiser (examples would be to deliver free food parcels or ferry clients to and from our annual Christmas Parties).
- To use your own tools ensuring they are in safe and good working order (drill bits, screws, replacement safety gloves and circuit breakers can be re-claimed on expenses).

Person Specification for Handyperson Support Worker

Essential

- Practical ability to assess and carry out Risk Assessment, Safety Checks and DIY type jobs around the home.
- Enjoy and have an understanding of working with older people.
- Ability to keep written records.
- Ability to work as part of a team and to work on own initiative and manage own workload.
- To be punctual and keep to deadlines.
- To be honest and trustworthy.
- To have the use of a vehicle and to be the holder of a full UK driving licence.

Desirable

- Experience of working with older people.
- Experience of working with/for a charity or voluntary organisation.