



Handyperson

Recruitment Pack

AUKEL: Our vision, mission and values

We are in the process of co-producing a refreshed organisational vision, mission and values, and are involving older people in this important work. Meanwhile the ones below are our ‘working’ vision, mission and values.

Vision

Our vision is that older people in East London feel part of their community and are as happy and independent as they can be.

Our Mission

We will provide accessible, consistent, flexible, and kind services for older people that are targeted at the people who need us the most.

AUKEL values		How we demonstrate them/live them		
Value	To clients	To colleagues	To partners	To funders
Kind	We treat all clients with kindness, patience, generosity and care. Our practice is trauma informed.	We are kind and generous to each other.	We treat our partners with kindness and are friendly and approachable.	We do all we can to give funders what they ask for, remembering that trust is key to good relationships.
Accountable	We do what we say we are going to do. We’re reliable and trustworthy.	We deliver on commitments to each other, we are clear, honest and open when we run into challenges.	We do what we say we are going to do, and we are clear, honest and open when we run into challenges	We do what we say we are going to do and always demonstrate our value. We are clear, honest and open when we run into challenges
Collaborative	We work as equal partners with clients. We empower and collaborate with them. We co-produce solutions.	We work with each other; we listen and learn from each other and support one another other.	We work as partners, not competitors – we put the needs of beneficiaries first.	We work with funders, listen to their objectives, and work together to deliver the best solutions for beneficiaries.
Flexible	We adapt according to the needs of our clients; we recognise the barriers many older people face and do our best to fit our services around them.	We are a flexible employer; we try hard to enable people to work in a way that suits them. We adapt to help each other out as a supportive team.	We listen hard to the needs of our partners and try hard to make collaboration work.	We do all we can to meet the requirements of funders because their trust in us will ensure ongoing investment in service delivery.

Inclusive	<p>All older people feel that AUKEL is 'for them'.</p> <p>We deliberately work to make our services inclusive and take positive action to remove barriers for people least likely to trust us.</p>	<p>All staff and volunteers can be themselves at work, feel treated equally, trust that their voices are listened to and are given the opportunity to progress.</p>	<p>We seek out partners and develop partnerships that enable us to ensure that the needs of all older people are met.</p>	<p>We develop a diverse funding base which enables us to deliver work that we identify as meeting unmet need.</p>
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Our commitment to Equity, Diversity and Inclusion (EDI).

Age UK East London is committed to **Equity, Diversity and Inclusion (EDI)**, we recognise it as central both to our service delivery and to 'our people'. We want to build a diverse and inclusive team where everyone feels that they belong. We are aiming for a staff team that, at every level, reflects the profile of our local community and for this reason particularly welcome applications from people we want to see better represented in our organisation - people of colour, LGBTQ+ people and disabled people.

About Age UK East London (AUKEL)

The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help:

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

About the team

We are a friendly, welcoming team of 80 staff and c. 160 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website

<https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at a summer picnic taken early in July:



Job Title	Handyperson
Salary	Between £25,400 and £28,291 depending on meeting certain person specification criteria e.g., driving licence
Hours	35hrs per week (Flexible working, including part-time, will be considered)
Place Of Work	Across East London

Job Purpose

The purpose of the job is to help older people live in a safe environment so that they can remain living independently for as long as possible. Your role is to provide a reliable, friendly handyperson service with an emphasis on home maintenance. You will undertake minor tasks including: plumbing repairs, unblocking sinks, putting up shelves, installing grab rails, changing light fittings, small areas of grouting, fitting window locks and bolts, and moving and assembling small items of furniture.

Key Tasks

Working as part of our handyperson team you will deliver kind and friendly person-centred services to diverse communities across east London and Essex. You will work with people referred by our community partners, our hospital discharge teams, and wider AUKEL colleagues to help older people remain safe in their homes.

You will:

- Conduct home safety checks advising on adaptations, crime safety devices and fitting as required.
- Conduct the following home repairs and maintenance work for older people and/or their carers across east London:
 - Carpentry.
 - Minor plumbing e.g., fitting washing machine into existing pipework.
 - Minor electrical work e.g., installing overhead light fitting.
 - Installation of security devices and smoke alarms.
 - Assembly of flat-pack furniture.
 - Install key safes.
 - Install curtain poles and window blinds.
 - Fitting installations to instructions from Occupational Therapists e.g., fitting grab rails, banister rails, raised toilet seats, telephone extensions, fixing commodes to the floor, fixing down loose floor covering, fixing key safes.
 - Relocation of furniture for set-up of micro-environments.
 - Draft proofing.
 - Ensure that the customer's home is left clean and tidy on completion removing waste and debris.
- Notice whether the customer has additional needs that our wider team, or partners can support with, and refer/signpost as needed. For example for benefit checks, energy advice, carers support.

Miscellaneous

- To ensure that Company vans and cars are in a roadworthy condition by carrying out weekly safety checks and ensuring current MOT is in place. If there are any concerns to report this with immediate effect to the Home & Care Services Manager.
- To keep tools and equipment in a clean, safe working order meeting health & safety requirements.
- To promote AUKEL handyperson services at events across east London.
- To deliver food packages (and other emergency packages) when required across east London.
- To work closely and support AUKEL volunteers and/or work placement by providing basic on the job training skills.

Administration

- To keep detailed records of jobs completed e.g., time taken, materials used, cost using basic office systems e.g., word, excel – training provided.
- To ensure that Call Round app procedures for arrival and departure at customers' homes are adhered to.
- To keep accurate records of donations.

Quality

- Services provided in accordance with Foundations Quality Mark – Handyperson.

Liaison

- Close working with AUKEL hospital discharge support services across Bart's Health NHS Trust and Homerton Healthcare NHS Foundation Trust.

General

- To meet regularly with the Home & Care Services Manager for support, supervision, and appraisal.
- To attend team and staff meetings, (and other meetings) as required.
- To undertake annual training required to fulfil the role and responsibilities.
- To undertake any other duties within the competence of the post holder, as required, for the continued smooth running of AUKEL handyperson service.
- To perform the duties of the post in accordance with AUKEL's policies and procedures including Equal Opportunities, Suicide Awareness, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.

Functional Links

- The role is supervised by the Senior Handyperson.
- The post holder reports to the Home & Care Services Manager.
- Close working with Hospital Discharge Project Co-Ordinators: Royal London Hospital, Newham Hospital, Homerton Hospital and Whipps Cross Hospital.
- Close working with local voluntary sector partners across east London.
- Close working with Facilities Manager.

Person Specification

Experience

Essential

- Experience of delivering low-level home maintenance including minor plumbing, electrical and carpentry tasks.
- Experience with and ability to use industry standard equipment including saws and drills.

Desirable

- Experience of providing services within a domestic environment.

Skills/Attributes

Essential

- Excellent people skills.
- Punctual and dependable.
- Excellent verbal and written communication.
- Good planning and organisational skills
- Ability to work independently and as part of a team.
- Ability to prioritise and manage time and resources in a competent manner.
- Ability to carry out dynamic risk assessments
- Good manual dexterity is essential.
- To be able to work accurately and efficiently.
- Flexibility in response to individual needs.
- Can demonstrate AUKEL values (accountable , kind, flexible, inclusive, collaborative) in the way the service is delivered.
- Full driving licence. If using own transport, essential car allowance will be paid.

Desirable

- Ability or willingness to support apprentices and/or return to work adults.
- Ability to speak a community language.

Knowledge & Understanding

Essential

- Understanding of confidentiality policy and practice.
- Understanding of the impact of discrimination and disadvantage on the lives of people.
- An awareness of and sensitivity to the needs of older people and their carers.
- Awareness of health and safety issues, risk assessment, COSHH, RIDDOR etc.

Additional Requirements

- This post is subject to the relevant check through the Disclosure & Barring Service (DBS).
- Ability to travel across east London and south Essex.
- Flexibility in working hours to meet organisational needs.

Employment Details

Contract type

This contracted post is for 35 hours per week. Requests for working reduced hours will be considered, as will flexible working requests.

Location

The post holder will be mostly based within East London with regular visits to our office in Newham.

Salary Between £25,400 and £28,291 Plus 5% employer pension contribution.

Holiday entitlement

25 days (pro-rata for part-time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

How We Value Our People

Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

Death in service insurance

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

Employee assistance programme

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

Menopause and menstrual policy

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave. Birthday policy

Open Door policy

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Wellbeing policy

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems .

Duncan Robertson Award

For the outstanding contribution to the wellbeing of older people.

Next Steps

To apply, please send us a CV together with a supporting statement that addresses how you meet the Person Specification, including how you have gained the experience and abilities required (maximum two pages of A4). Applications should be made via email to: recruitment@ageukeastlondon.org.uk.

You should give the names, positions, organisations and telephone contact numbers of two referees, relevant to this role. References will only be taken once your express permission has been granted.

Finally, please ensure that you have included mobile, work and home telephone numbers, as well as any problems you might have with the proposed interview dates.

Recruitment Timetable:

Deadline to receive applications: Sunday 07th January 2024

1st stage interviews: week commencing 08th January 2024

Have any questions? If you want to find out more about the recruitment process or the role, please contact our HR manager by emailing on: deborah.hayes@ageukeastlondon.org.uk