

Solving fuel poverty caused by frailty

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Funded through the Energy Industry Voluntary Redress Scheme this Service supports frail older people to stay warm, safe and independent at home. By combining home visits, energy-saving measures and income advice, it helps vulnerable households cut energy costs, improve efficiency and manage energy use confidently. Working with health and community partners, the service aims to support around 2,000 households across Lancashire, reducing fuel poverty and preventing avoidable hospital admissions.

The job, in a nutshell

As a Handyperson, you will install practical energy-saving measures in the homes of older people living with frailty.

You will ensure that installations are safe, accessible and easy to use, helping clients reduce energy usage and maintain warm homes.



What you'll do for us / The Job

- ✓ You will install energy-saving measures such as LED bulbs, draught-proofing, letterbox brushes, radiator keys and make basic thermostatic adjustments, ensuring all work is completed safely and to agreed quality standards.
- ✓ You will carry out low level home safety checks in relation to installations and clearly explain to clients how to use any new equipment, to maximise its benefit.
- ✓ You will maintain tools and equipment in good working order and work closely with Energy Advisers to coordinate visits and provide a seamless service to clients.

Working safely

You will embed safe working practices in all aspects of your role, including home visits, by identifying and responding to risks and following lone working, safeguarding, and PPE procedures. You will handle tools and equipment safely and maintain confidentiality, dignity, and professional boundaries, guided by risk assessments. All work must meet Service Standards, with skills, knowledge, and awareness of relevant policies and guidance kept up to date.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

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Key Relationships

- ✓ Project Team (Service Manager, Energy Advisers, Handypeople, Administrator)
- ✓ Community and voluntary sector organisations
- ✓ Energy suppliers and external advice agencies
- ✓ Clients and carers

Must have

- ✓ Practical DIY or maintenance experience with your own tools
- ✓ A caring and empathetic attitude with a focus on helping people to maintain independence
- ✓ Experience working with vulnerable adults
- ✓ Excellent communication skills with an ability to build relationships with individuals using the service, and other health care professionals and colleagues
- ✓ Ability to manage workload independently.
- ✓ Understanding of safeguarding and risk management
- ✓ An ability to provide a person-centered, flexible and responsive service
- ✓ Valid driving license and use of a car for business purposes

Great to have

- ✓ Experience working in people's homes
- ✓ Awareness of needs of older or frail individuals
- ✓ Basic understanding of energy efficiency measures
- ✓ Understanding of frailty and issues affecting older people

Other information

- ✓ This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.
- ✓ In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
- ✓ Employees are expected to comply with all Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings, and training courses.

Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have an enhanced / basic DBS check, and associated costs will be met by the employee.

Wellbeing Worker quote:

"I believe we are an excellent organisation which does everything possible to help our clients live their best lives and our people embody that to the full going over and beyond whenever they need too. I'm proud to work here."

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