

## **Handyperson Service Coordinator**

### **JOB DESCRIPTION**

<b>Salary:</b>	£31,649 per annum
<b>Hours:</b>	35 hours per week, Monday to Friday
<b>Contract:</b>	1-year Fixed Term contract in the first instance
<b>Responsible for:</b>	Handypeople
<b>Responsible to:</b>	Better at Home Lead
<b>Location:</b>	Wandsworth (this is not a remote role)

#### **Aims of the Service:**

The Handyperson Service is part of the Better at Home (BAH) contract, which offers a range of services that provides support to clients at home and in their local community. Better at Home offers practical help; social and emotional support; information and advice; making referrals and signposting. These services are delivered in client homes and in the community and aim to prevent decline; maintain independence; reduce social isolation; and promote health and wellbeing.

#### **Purpose of Job:**

The Handyperson Coordinator is responsible for all aspects of Age UK Wandsworth's Handyperson Service. The Handyperson Service is comprised of a coordinator and a small team of handypeople on staff, whom the coordinator supervises on a daily basis. The service works with a range of health and social care providers, local organisations, older residents, and unpaid carers. The service assists with hospital discharges ensuring safety equipment is in place for a successful discharge. In addition, the service provides minor repairs and adaptations for clients to improve safety, security, and quality of life at home. It is expected that increased access to home modifications will enable older residents to live more independently at home and prevent falls and hospital admissions.

#### **Main Duties and Responsibilities:**

1. Be responsible for administration associated with the Better at Home Team and Handyperson Service and respond promptly and courteously to enquiries
2. Manage communications and service promotion with service users, colleagues, and referrers across the Borough
3. Make appointments for the Handypeople, ensuring a steady supply of work is maintained and that the funder's contract specifications for times to respond and to carry out works are met
4. Provide effective day to day supervision to the Handypeople, including regular daily contact and support
5. Ensure all data is recorded in an accurate and timely manner and is compliant with our organisational policies and procedures, including data protection, confidentiality and health and safety
6. Monitor customer satisfaction and ensure that compliments are logged and any complaints are dealt with promptly and appropriately
7. Purchase necessary equipment for the service in a timely fashion, ensuring expenditure remains within agreed budgets
8. Maintain accurate financial procedures and records for the service, such as purchase orders, invoices, client payments, handypeople's expenses and mileage
9. Maintain accurate records of customer details, work undertaken and, where relevant, amounts charged

10. Develop and update appropriate procedures to ensure the service is always compliant with health and safety regulations and that staff and clients remain safe
11. Monitor and evaluate the Service and manage reporting for funders and the charity, as required
12. Promote equity, diversity and inclusion and maintain a safe, supportive environment where all stakeholders are treated with dignity and respect
13. Attend internal meetings and network meetings, as required, and maintain links with statutory and voluntary organisations
14. Complete training courses to ensure professional development is up to date for the whole Handyperson team
15. Carry out any such other duties as may be required by the BAH Lead or executive team

## **PERSON SPECIFICATION**

### **EXPERIENCE**

- Good knowledge and experience of domestic installations, maintenance, and repairs, either in a paid, amateur or voluntary role
- Experience of effectively leading and supervising staff on a daily basis
- Experience of booking appointments and diary management
- Excellent telephone and communication skills
- Experience of working in a service delivery environment and providing excellent customer service
- Experience of using IT systems for managing data and producing reports
- Experience of organising and maintaining administrative systems
- Experience of developing systems and following agreed working practices
- Experience of working with older people and/or in the voluntary sector
- Experience of promoting a service and delivering presentations

### **KNOWLEDGE AND SKILLS**

- Ability to organise and prioritise own workload and the handypeople's daily jobs to ensure contract deadlines are met
- An excellent communicator with proven ability to communicate effectively verbally and in writing, and liaise effectively with people at all levels and from a variety of cultural backgrounds
- Knowledge and understanding of the issues surrounding GDPR regulations and customer confidentiality
- Ability to be able to deal with challenging situations and requests courteously and manage client expectations alongside the Service's limitations
- Ability to follow agreed working practices and work within agreed systems
- Ability to work within a team alongside other colleagues and volunteers
- An understanding of, the needs and dignity of older people, particularly around working in their homes and following hospital discharge
- Ability to maintain a safe, supportive environment where all people are treated with dignity and respect
- Excellent IT skills, particularly Word, Excel and database systems
- An understanding of safeguarding, health and safety, and equal opportunities

*This role will require some travel around Wandsworth on public transport. The candidate will be required to undertake an enhanced DBS check. The job description may undergo changes to meet the needs of the BAH Service.*