

Central Office
Lioncare House
58a Livingstone Road
Hove
East Sussex BN3 3WL

JOB DESCRIPTION

Position	Maintenance Worker
Work-Base Location	Lioncare House but you will be required to work at any resource operated by the organisation.
Responsible To	Registered Managers, Head Teacher, Assistant Directors, and ultimately The Chief Executive Officer of The Lioncare Group.
Line- Management and Supervisory Responsibilities	None

<p>Primary Task (what the Job exists to do)</p>	<p>Under the instruction, guidance, and supervision of the Leadership Team of The Lioncare Group, the primary task of a maintenance worker is:</p> <p>To replace, repair, renovate, redecorate, rebuild, and generally maintain the physical standard of all premises, properties, and surrounding areas owned and operated by The Lioncare Group.</p> <p>To achieve this, you will undertake;</p> <ul style="list-style-type: none"> – Regular assessment of the internal and external state and condition of the premises and property and surrounding environment and provide senior managers with report of findings. – Minor repairs deemed appropriate to the remit of the maintenance team. – Emergency interventions to make safe potential hazards. – Weekly checks on all vehicles owned and operated by The Lioncare Group to ensure they remain roadworthy, and notifying relevant managers of issues found. – Redecoration of internal environments both on a planned basis and in response to specific needs and situations arising for the organisation. – Planned renovation and refurbishment of agreed areas. – Small building projects that are within the scope and ability of the maintenance team.
Equality and Diversity	<p>The Board of Directors of The Lioncare Group believe in and are committed to promoting equality of opportunity and celebrating diversity in both the service it provides and the employment of its workforce and expect all those employed or associated with The Lioncare Group to promote this in their work and practice.</p>

General Tasks & Responsibilities: In accordance with the stated aims and practice approach of The Lioncare Group, the duties of all employees include:

- At all times carrying out tasks & responsibilities professionally.
- At all times working with integrity, honesty, and openness.
- At all times working in the best interests of the children in our care.
- At all times liaising in a professional manner and promote effective working relationships with children, colleagues, and agencies working for and associated with The Lioncare Group and the wider Community.
- At all times supporting colleagues including the leadership Team and Chief Executive Officer in carrying out their duties and responsibilities in providing high standards of care and education to the children looked after by The Lioncare Group.
- Informing Managers of all concerns and issues requiring further attention and acting on these where appropriate or where directed to do so.
- Promoting positive links and ensuring harmonious professional relations are maintained and improved between and across all areas of The Lioncare Group.
- Engage in the process of informal resolution of problems and difficulties that may arise, always in the aim of maintaining a harmonious and collaborative and supportive working environment.
- Working within the stated aims, objectives, and therapeutic practice approach of The Lioncare Group and adhering to all guidance, policies, and procedures stated in the organisation's Employee Handbook and other relevant documents and literature.
- Comply with current legislation, regulation, and guidance relating to safeguarding and to the provision of care and education for children in residential children's homes and special schools.
- Assisting, supporting, and promoting The Lioncare Group within the wider market place.
- Undertake delegated tasks and instructions from Line Managers and others with relevant authority, to a level of competence expected from the grade of the post.
- Attend meetings and all other relevant forums and gatherings and participate and fully engage in the formal process of supervision and performance reviews as appropriate and necessary.
- Exercise responsibilities under the Health and Safety at Work Act.
- Implement & develop the Organisation's policy and practice of Equality & Diversity.
- Undertake and engage in all training, coaching, and professional development opportunities as required and necessary.
- Adopt a flexible approach to working times including assisting in times of staff shortages and increased workload and demand and in emergency or 'unplanned' situations.
- Carry out other tasks and duties and responsibilities as required and in accordance with the competence of the position.

Specific Duties & Responsibilities: In accordance with the stated aims and practice approach of The Lioncare Group, the key responsibilities and duties of a Maintenance Worker include the following:

1. Children-Related:

- 1.1. Immediate alert a Manager, Assistant Director, or the Chief Executive Officer of any and all concerns or safeguarding issues or allegations regarding inappropriate or unacceptable practice occurring within workplaces, the organisation, or by external agencies, regardless of the formal position of authority or level of seniority of the person to whom the concern or allegation relates, and including External Contractors, Independent Consultants, the Chief Executive Officer, and Board of Directors.
- 1.2. Act as a positive role model for the children both within the home and school and within their local community.
- 1.3. Actively support the process of assisting children in understanding and learning in an experiential and supportive way about cause, effect, and consequences for actions through the process of reparation.
- 1.4. Be actively involved in encouraging the children in all settings in taking genuine care of and pride in the places where they live and learn.
- 1.5. Use all resources available to reflect on and develop own understanding and appreciation of the emotional difficulties underlying the children's outward displays of behaviour, and to see challenging behaviours as a desperate communication that something isn't right.
- 1.6. Create and develop positive links between the local community and the home and school, enabling the children in our care to participate fully in the life of their local community.

2. Property Maintenance:

- 2.1. Actively maintain the physical standards of all premises, properties and surrounding environments owned and operated by The Lioncare Group.
- 2.2. Work in a collaborative and supportive way with other members of the maintenance team to achieve task completion.
- 2.3. When appropriate, necessary, and instructed to do so work independently to achieve task completion.
- 2.4. Assist with and take responsibility for accurately and effectively and regularly assessing the condition and state of repair of premises and property, and provide summary reports of findings.
- 2.5. Carry out routine pre-emptive and pro-active measures throughout the year to avoid issues arising and maintain good functioning of facilities, including but not limited to:
 - 2.5.i. checking drains and downpipes in the spring for good flow and ensuring no blockages
 - 2.5.ii. check and carry out remedial actions to garden fencing and walls before the summer
 - 2.5.iii. clearing debris from gutters and soakaways before the autumn
 - 2.5.iv. repair and maintain all pathways and hard-standings before the winter
- 2.6. Be actively involved in managing renovation, refurbishment, and rebuild projects through taking responsibility for aspects of planning, design, costing, organising supplies, risk assessing, implementation, and completion.
- 2.7. Reliably achieve task completion within agreed timescales and deadlines.
- 2.8. Assume responsibility for a specific aspect of the maintenance task e.g. electrics, plumbing, carpentry, plastering, glazing, decorating, or vehicle maintenance, including taking personal and collective responsibility for managing all aspects of planning, monitoring, developing and implementation.

- 2.9. Where appropriate and necessary, take initiative and exercise own authority to undertake direct action to remedy issues needing attention without needing to seek instruction from others.
- 2.10. Strive for, achieve, and sustain a very high “5-star” quality of professional delivery and finish to all tasks and projects undertaken.
- 2.11. At all times maintain a safe working environment that includes but is not limited to;
 - 2.11.i. proper accountability of tools and equipment
 - 2.11.ii. safe storage and removal of building materials
 - 2.11.iii. appropriate protection of working areas
 - 2.11.iv. use of protective clothing and apparatus to reduce risks to health
 - 2.11.v. effective measures to reduce air-borne particles, dust, and debris permeating through the property
 - 2.11.vi. keeping and leaving all work areas in a clean and tidy state
- 2.12. Risks assess relevant work-practices, tasks, and projects and adhere to all guidance and procedures resulting from such risk-assessments.
- 2.13. Maintain and take care of all tools and equipment and ensure these are kept in good and safe working order and including all electrically-powered appliances.
- 2.14. Attend and contribute to compulsory weekly briefing meetings.
- 2.15. Attend and engage fully in compulsory monthly team meetings.

3. Organisation-Wide:

- 3.1. Provide a professional and effective maintenance service to the whole organisation that meets the organisation’s needs.
- 3.2. Take part in and involve self in organisational celebrations and festivities.
- 3.3. In every interaction actively encourage, promote, and respect the rights of individuals including issues of ethnicity, cultural and religious beliefs, and personal values and practices, and confront prejudice.
- 3.4. At all times when interacting with and liaising with external and independent suppliers and agencies and the wider community, take up the role of ambassador for The Lioncare Group upholding the good name and reputation and integrity of the organisation.

4. Financial Management and Administrative Duties:

- 4.1. Work within agreed budgetary constraints as set by the Chief Executive Officer.
- 4.2. Actively explore the most cost-effective means of completing tasks and projects without compromising on quality.
- 4.3. Effective and frugal ordering and purchasing of supplies.
- 4.4. Routinely and reliably manage the maintenance petty cash funds and expenditure through following agreed accounting procedures.
- 4.5. Compile, produce and contribute to relevant reports and other recorded information and documentation as required and as requested by others in authority.
- 4.6. Engage fully in the process of efficient daily scheduling.

Selection Specification: The criteria below indicate qualities needed to do the job well. Candidates will be selected according to the extent to which they satisfy these criteria. Evidence of potential will also be considered. Most of the criteria must normally be met in order to qualify for selection.

Essential Criteria

Knowledge and Experience

- Knowledge and a working understanding of basic D.I.Y. and general maintenance.
- A reasonable standard of education.
- Insight into the needs of children and young people living in the care system.
- Experience of delivering results within agreed timescales.
- Good written & oral communication skills, and able to record accurately, objectively, and with clarity.
- A working knowledge of how to use ITC software including Word, Excel, Email/Internet, and able to operate basic ITC appliances including telephone systems and photocopiers.
- Experience of working in a team.
- Understanding the importance of confidentiality, privacy, and discretion.
- Experience of or at least appreciation of the stressful and emotionally and physically challenging nature of the task and role.
- Understanding of the importance of practicing equality & diversity and confronting discrimination.
- Understanding and appreciation of health and safety legislation and requirements.

Skills and Abilities

- Ability to deliver a consistently high standard of work and performance.
- Ability to work out what the problem is and fix it.
- Ability to move and/or carry large objects, climb steps, kneel, and undertake other physical tasks relevant to the role of a maintenance worker.
- Ability to work in and around a residential home or school for children and young people with social, emotional, behavioural difficulties, trauma, and complex needs.
- Ability to receive formal supervision.
- Ability to work and function equally as part of a team itself forming part of a larger organisation, and work as an individual.
- Ability to be assertive yet supportive, and have good interpersonal skills.
- Ability to take on board instruction, confidence to use own initiative when appropriate, and able to accept personal authority and responsibility.
- Good organisational skills and ability to effectively prioritise self and workload within agreed timescales.
- Able to work under pressure.
- Ability to relate to and communicate with a range of other professionals and agencies and suppliers.

Personal Qualities

- Able to manage self and others in unfamiliar situations
- Physically fit
- Honesty
- Openness
- Integrity
- Organised
- Confidence
- A stable, balanced, and rounded personality able to work under pressure
- Robust and resilient
- Capable of both thinking and doing
- Belief in the value of helping difficult to reach children in a therapeutic community setting
- Belief in the value of a group living environment and importance of maintaining this to a high standard
- Commitment to training and self-development

Desired Criteria

- A minimum of 1 year proven experience gained in the field of general maintenance.
- A reasonable understanding and awareness of current building and repair practices.
- Understanding of cost awareness and efficiency.
- Full driving licence.
- Relevant qualification in, or working knowledge of, a specific trade.
- Self-aware, confident, motivated, sense of humour, creativity, conscientious work-ethic.

Statement of Variation

This job description sets out the details of the post at the time it was drawn up. These details may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variation is a common occurrence and cannot itself justify reconsideration of the grading of the post.