

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe our values and practice including:

- Encourage community members to participate in the community.
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training.
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self Care and manage their time well.

Role Title: Housing Maintenance Assistant

Project: Housing maintenance team (reporting to Housing Maintenance Coordinator)

Objective: Work within the South East Services team to support people in exiting homelessness and sustaining their housing, by carrying out required repair and maintenance work and other tenancy management tasks as required.

Key Tasks:

Maintaining Quality of Accommodation:

- Maintain South East Simon owned or leased units in good order by establishing a maintenance schedule and ensuring it is completed.
- Carry out general repair works in the area of repair of fixtures, carpentry, painting and plumbing.
- Carry out cleaning of communal areas and removal / disposal of items as required.
- Maintenance of yards, front and back gardens.
- Respond to emergencies and damage and arrange for prompt repair.
- Obtain estimates / quotations for work and supply of services.
- Oversee work of contractors and suppliers to ensure work meets South East Simon's standards and safety requirements.
- Perform inspections of properties to ensure that common areas, exteriors of buildings, and interiors / individual apartments are well maintained.
- Report defects and have them repaired quickly.
- Identify cost saving opportunities.

Supporting Tenants in Moving from Homelessness and Sustaining Housing:

- Work with colleagues to plan each tenant's transition into housing.
- Ensure that vacant properties are presentable, clean, freshly painted if needed, and that all furniture and appliances are present and in working order as swiftly as possible prior to a move taking place.
- Carry out necessary works to ready apartments for allocations, including cleaning, organising or carrying out repairs and maintenance, removal and storage of previous tenants' belongings
- Assist new tenants in moving into apartments and demonstrate as required any cleaning, maintenance or property management tasks that they may need to be aware of.
- Carry out meter readings.
- Assist with arranging keys for tenants.

Contribute to the overall aims of the service:

- Work closely with the Housing Maintenance Assistant and other members of the team to support tenants in various aspects of moving into and managing their tenancies.
- Accompany Housing Maintenance Assistant and other staff as required on home visits in the context of risk assessment and the lone working policy.
- Attend regular meetings of the South East Services Team and ensure familiarity with Housing First principles, homelessness prevention, and the overall aims and ethos of the service. This includes working to a system that prioritises allocations on the basis of greatest housing need, and requires working with people with complex support needs and challenging behaviours.
- Report back to the Maintenance Coordinator or Service Manager or colleagues as appropriate regarding any issues that you notice that may impact on the tenant's housing stability or other aspects of his/her care plan.
- Work as part of a team with all other services and departments of Cork and South East Simon, providing support, advice and cover to other projects where necessary.
- Carry out any other appropriate work as requested by the supervisor.
- Requirement to travel to all South East Simon housing locations.
- Liaise with Cork Simon maintenance team for mutual advice and practical support.

Work to the Ethos of the Organisation:

- Take a non-judgmental, positive approach to build relationships with service users which are based on respect and empowerment.
- Develop familiarity with and work consistently with the guiding principles of the organisation and the service, including harm reduction, Housing First principles, housing as a right, and positive community relations.
- Build relationships with private landlords, Local Authorities, social housing landlords and neighbours which are respectful of the tenant's right to confidentiality but which provide stakeholder third parties with the reassurance of support and problem-solving when issues arise.
- Maintain professional boundaries with service users.

Finance:

- Account for petty cash and record receipts for any money spent.
- Identify cost saving opportunities and act upon or communicate them as appropriate.
- Assist with obtaining multiple quotes for contracted work and ensure cost effectiveness of contracted work and of the purchase of parts and supplies.
- Work within budgets and seek required approval for spending

Record Keeping:

- Maintain records on maintenance work completed
- Maintain up to date records on health and safety checks, maintenance schedules, warranties, incident reports, and other records as required by supervisor.
- Assist with maintaining an up to date data base of contacts including contractors for essential maintenance, fire safety checks, etc.

Health & Safety and Fire Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork and South East Simon Community.
- Comply with all health & safety standards and work with due regard to own safety and the safety of others.
- Comply with Lone Working Policy and maintain contact with colleagues throughout the working day.
- Carry out regular Health and Safety checks in all South East Simon properties, ensure completion of relevant records and promptly address and/or communicate any hazards encountered during checks.
- Participate in courses pertaining to health & safety and manual handling.
- Prepare risk assessments on specific jobs as appropriate.
- Report any health and safety issues and have them dealt with as quickly as possible
- Check that tools are in proper working order prior to using and report any issues to supervisor.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire fighting equipment, etc.
- Ensure that fire and safety equipment is in good working order and make the Team Leader aware of any repairs and/or replacement needed for such equipment.
- Ensure that all tenants are aware of fire evacuation plans, presence of fire-fighting equipment in their flats and in common areas, and emergency numbers.
- Ensure that fire evacuation plans are posted in each tenant's flat and in common areas of South East Simon properties

Professional Development:

- Participate in the supervision process and implement the individual learning plan as devised with the supervisor.

Key performance indicators

- Prompt response times to repairs and community needs
- Quality of maintenance work carried out.
- Cost effectiveness of contracted work
- Inspections completed on schedule.
- Work programs completed on schedule.
- Accuracy and timeliness of reports.
- Feedback from projects / residents.
- Effective teamwork.
- Implementation of individual learning plan.
- Safe working practice.

PERSONAL SPECIFICATION
Housing Maintenance Assistant (South East region)

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> <input type="checkbox"/> Competence in high quality household maintenance and repair <input type="checkbox"/> Familiarity and experience with necessary tools and equipment <input type="checkbox"/> Domestic household management (budgeting, bill payment, cleaning, organising repairs) <input type="checkbox"/> Health & Safety <input type="checkbox"/> Fire Safety 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience working with vulnerable groups
Skills	<ul style="list-style-type: none"> <input type="checkbox"/> Household maintenance (indoor and outdoor); home repair <input type="checkbox"/> Problem solving/decision making <input type="checkbox"/> Excellent Interpersonal Skills <input type="checkbox"/> Planning and organising <input type="checkbox"/> Record keeping <input type="checkbox"/> Budgeting <input type="checkbox"/> Conflict Resolution <input type="checkbox"/> Relationship building / networking <input type="checkbox"/> Handling challenging behaviour <input type="checkbox"/> Negotiation 	<ul style="list-style-type: none"> <input type="checkbox"/> Report writing <input type="checkbox"/> IT skills
Ability	<ul style="list-style-type: none"> <input type="checkbox"/> To work under pressure <input type="checkbox"/> To work as part of a team <input type="checkbox"/> To liaise effectively, confidently, and respectfully with property owners, contractors, neighbours and tenants. <input type="checkbox"/> To work to Cork and South East Simon Community's values <input type="checkbox"/> To take direction <input type="checkbox"/> To contribute meaningfully to team meetings and decision making <input type="checkbox"/> To challenge colleagues appropriately and respectfully, when needed. 	

<p>Experience</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Previous maintenance experience 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of working with homeless people or in a housing context <input type="checkbox"/> Experience working with vulnerable or marginalised people <input type="checkbox"/> Experience in sourcing and managing properties
<p>Qualifications</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Leaving Certificate or equivalent <input type="checkbox"/> Full clean driving licence 	
<p>Personal Attributes</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Belief in housing as a right <input type="checkbox"/> Assured Manner / Confidence <input type="checkbox"/> Honesty and integrity <input type="checkbox"/> Non judgmental <input type="checkbox"/> Use own initiative <input type="checkbox"/> Flexible to the working environment and the needs of the tenant group <input type="checkbox"/> Maturity <input type="checkbox"/> Knowledge and acceptance of own limits / willingness to seek advice and ask for help <input type="checkbox"/> Supportive to colleagues <input type="checkbox"/> Positive attitude toward tenants' potential for housing success and stability <input type="checkbox"/> Patient <input type="checkbox"/> High Tolerance Level 	

ADDITIONAL INFORMATION

Employer	Cork Simon Community (South East Region)
Job Title	Housing Maintenance Assistant
Contract	Permanent
Location	South East region (Waterford and Clonmel)
Number of hours/days per week	9am – 5pm Monday to Friday, with evening and weekend work as required. Days/ hours subject to change. 35 hours per week.
Breaks	Daily break(s) of 60 minutes (unpaid) in total
Salary	Starting salary is assessed according to experience. Maximum salary starting point is Point 2. Salary scale based on 35-hour working week: €31,636, €34,945, €35,417, €35,891, €36,363, €36,865
Annual Leave	5 weeks annual leave per annum
Occupational Pension Scheme (Defined Contribution Scheme)	Compulsory membership on completion of 6 month's service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 3% group discount applies. No employer contribution.
Closing date for receipt of application forms	5pm, Tuesday 29 November 2022
Interviews	Week commencing 5 December 2022