Exemplar Health Care

*Make **every day better***

Maintenance supervisor

Job description and person specification

As a Maintenance supervisor, you'll play a key role in ensuring the care home you work in is safe for the people we support and colleagues, and always looks its best.

You'll carry out a range of maintenance tasks around the home to ensure that its' fabrics, fittings and equipment are in good condition. Your day to day role might include decorating, gardening, plumbing and tiling.

You'll carry out regular risk assessments, audits and checks to ensure that the home is safe and complies with relevant health and safety legislation and regulations.

Digital skills, or a willingness to learn, is a must, as many of these checks are done through an app.

First and foremost, our care homes are people's homes. In this role, you'll put the people we support at the heart of everything you do - whether that's building planters for the garden, decorating their bedrooms or putting up new photos.

Promoting choice and building trust is a big part of it!

Your role is likely to include:

Maintenance supervisor tasks around the home

Your key responsibilities will be to:

- carry out maintenance tasks around the home, including statutory, mandatory, preventative and reactive maintenance such as:
    - carrying our plant room checks and reporting any defects to the Estates Team
    - monitoring water temperature and flushing taps and systems
    - adjusting thermostatic mixing valves (TMVs) to ensure good water hygiene
    - inspecting and clearing drains or toilet blockages around the home
    - replacing light bulbs
    - carrying out monthly emergency lighting inspections and testing
    - take and record utility meter readings
    - set up, porter and clear bedroom equipment
    - maintain secure key holding procedures
    - manage colleague lockers, including opening services and access support
    - checking the condition of fire doors
    - repairing or replacing door and window locks
    - decorating, painting and tiling
    - gardening including cutting hedges and mowing lawns
    - repairing minor building fabrics
    - monitor, test and check key systems such as nurse call systems and lift emergency phones

- PAT testing electrical equipment

- ensure the grounds are well maintained and all approaches to the home are accessible, neat, tidy and clear of any hazards
- be competent in the use of hand tools and equipment as necessary for the completion of maintenance work
- ensure chemicals, equipment and machinery are available, work correctly and are safe, and advise on their repair and replacement if faulty, ensuring any faulty equipment is removed from the home immediately
- ensure all machinery, equipment and chemicals are handled correctly and securely stored away from colleagues and the people we support
- ensure a pest and rodent service schedule is in place
- liaise with approved external contractors on work required beyond the scope of general maintenance - check the method statement, safe systems of work and insurance of the contractor, report/raise any authorisation to work permits to the Home Manager, Estates Team and Health and Safety Team as required and escort/supervise them on site
- report any defects, damage, theft, breakages or hazards in line with our policies and procedures.
- supervise and coordinate the day-to-day activities of the maintenance team, ensuring work is completed safely, efficiently and to a high standard
- allocate, prioritise and monitor maintenance tasks, ensuring appropriate response times are met
- provide guidance, training and support to maintenance colleagues and promote safe working practices
- carry out or contribute to colleague supervision, performance reviews and development plans

Maintaining health and safety standards

Your key responsibilities will be to:

- carry out daily, weekly, monthly, quarterly and annual checks of the home on our electronic system to ensure that all work areas are safe for colleagues, the people we support and visitors, reporting any defects to the Home Manager immediately
- work with the Home Manager to develop and monitor relevant risk assessments
- prepare contingency plans in the event of a power failure, and organise emergency lamps in such an event
- carry out and record weekly fire alarm tests, and assist in emergency evacuations and fire drills
- follow Exemplar Health Care's policies and safe working procedures to ensure that all safety measures are taken to prevent damage, danger and injury, including when working in hazardous areas, in confined spaces, at heights and with contaminated equipment
- complete all maintenance checks and records as identified in Exemplar Health Care's guidance and policies, and present them to the Home Manager for checking and sign off
- use the home's dedicated PC or tablet to record maintenance checks and completion of planned works (training provided)
- respond to any incidents or accidents such as fires, floods and faulty equipment, following the correct policies and procedures - at times, this may require you to work at other Exemplar Health Care homes or at the weekend/on an evening.
- support audits, inspections and visits from regulatory bodies and external agencies

Other responsibilities

Your key responsibilities will be to:

- take part in an on-call rota, as required
- undertake training to support personal development as required for the role, such as PAT testing, IOSH and electrical safety training
- assist in the training of colleagues in relevant topics such as driving company vehicles
- be responsible for all training in relation to fire drills, such as preventing fires, using electrical equipment and using fire extinguishers
- engage positively with the people we support in our homes, getting involved with activities in the home and having fun
- have a good working relationship with colleagues, and visitors in your home, as well as central support functions such as the Estates Team and Health and Safety Team
- driving company vehicles as required
- ensuring all preventative maintenance and checks are completed
- assist with emergency work as and when requested which may involve being part of the regional rota system, covering other Exemplar Health Care homes in times of an emergency
- arrange suitable maintenance cover for annual leave, training and other times when you may be out of the home.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Maintenance supervisor.

As a Maintenance supervisor you'll:

- demonstrate a broad range of maintenance skills, including decorating, gardening, basic plumbing, joinery and general building repairs
- have strong knowledge of health and safety legislation, compliance requirements and building maintenance regulations
- be able to lead, motivate and support colleagues, providing guidance and coaching to promote high standards of work and safe working practices
- effectively oversee and coordinate maintenance activities, ensuring tasks are prioritised and completed to a high standard
- have experience liaising with and supervising external contractors, ensuring work is completed safely, compliantly and in line with agreed specifications
- possess excellent written and verbal communication skills, with the ability to maintain accurate maintenance and compliance records
- be confident using IT systems and digital tools to manage maintenance schedules, record inspections and monitor compliance activities
- be organised, proactive and able to identify maintenance issues before they become larger problems
- hold a valid UK driving licence

- understand and comply with all regulatory requirements relating to quality, safety and environmental standards, including CQC requirements
- have a strong commitment to creating a safe, comfortable and welcoming environment for the people we support.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Maintenance supervisor, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our Facebook page.

Your qualifications and training

From the moment you join us, you'll be given the right support and you'll continue to learn on the job during your career with us.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Maintenance supervisor's empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

That adults living with complex needs can access outstanding care and support, in a community-based home that's close to their family and friends and focused on their personal goals and outcomes.

Person specification
– Maintenance supervisor

	Essential	Desirable	How assessed
Employability skills			
Works under own initiative	Y		Application, interview
Good digital skills including working knowledge of Outlook and digital systems	Y		Application, interview
Excellent written and verbal communication skills	Y		Application, interview
Time management and delegation	Y		Application, interview
Excellent interpersonal skills	Y		Application, interview
Can work towards demanding targets	Y		Application, interview, assessment
Job specific skills and knowledge			
Experience of range of maintenance tasks as outlined in job description	Y		Application, interview

	Essential	Desirable	How assessed
Knowledge of relevant legislation and regulations	Y		Application, interview
Able to follow policies and procedures	Y		Application, interview
Experience of working with external contractors		Y	Application, interview
Competent in the use of hand tools and equipment	Y		Application, interview
Experience advising and training others	Y		Application, interview
Experience working with individuals with complex care needs		Y	Application, interview
Holds a valid driver's license	Y		Application, interview
Values, attitudes and behaviours			
Demonstrates Exemplar Health Care values	Y		Application, interview
Person-centred approach	Y		Application, interview
Flexible working style	Y		Application, interview
Can-do attitude	Y		Application, interview
Willingness to learn and develop	Y		Application, interview

	Essential	Desirable	How assessed
Can motivate self and others	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc Act 1974 to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of the people we support to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act 2014, the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children policy and abuse and safeguarding policy, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing

- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.