

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Maintenance Worker
<b>BAND:</b>	Band 3
<b>LOCATION:</b>	Boscombe, Bournemouth.
<b>ACCOUNTABLE TO:</b>	Head of Estates
<b>LINE MANAGER:</b>	Maintenance Supervisors
<b>KEY RELATIONSHIPS:</b>	To work closely with: <ul style="list-style-type: none"><li>• Building Trades</li><li>• Mechanical Trades</li><li>• Engineering Trades</li><li>• Ward Staff</li><li>• External Specialist Contractors</li><li>• Members of the Public</li></ul>
<b>HOURS OF WORK:</b>	This is a full-time post of 37.5 hours per week plus full participation in the Estates on-call rota. The post holder may be required to work flexibly to meet the needs of the service.
<b>JOB PURPOSE:</b>	<p>Provision of a general building and engineering maintenance services as part of an effective and responsive Estates Technical Service.</p> <p>To work as part of a team within the Estates Department and to support and promote the provision of a reliable, high quality, flexible, proactive customer orientated service that will support the Trust in undertaking its core business. To help ensure that the Trust is able to provide a well-maintained, clean, safe, accessible and welcoming environment for patients, visitors and staff.</p>

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **1. TECHNICAL**

- 1.1 On a daily basis carry out maintenance tasks to mechanical, electrical systems and equipment or in relation to the building fabric that will include but is not exclusive to:
  - Lights and lighting systems including and lamp replacement

- Kitchen and catering equipment
- Battery plant
- Domestic appliances
- Portable appliances including tests and basic repairs
- Monitoring of boiler plant
- Heating systems
- Domestic hot and cold water services
- Ventilation and air conditioning systems
- Fire alarm testing
- Off load Generator testing
- Legionella checks
- Fire Extinguishers and Fire Fighting Equipment
- Sewerage and drain blockages
- Routine Decontamination maintenance activities on specialist equipment.
- Routine testing of Anti Ligature installations, Bed rails etc.

Tasks will be undertaken in any Trust premises and be exposed to occupational hazards pertaining from these elements.

- 1.2 To deliver a maintenance service:
- as part of an effective Estates Technical service to all customer organisations.;
  - based upon planned preventative maintenance (PPM) schedules that are founded upon best practice;
  - that is responsive and efficient in line with agreed and negotiated standards of access and prioritisation;
  - providing the necessary assistance to other trades staff as required.
- 1.3 To maintain workshops, Plant rooms and other engineering spaces in a clean and tidy condition.
- 1.4 Use of all relevant and appropriate tools and equipment including those specialised to specific duties or trades.
- 1.5 Undertake meter readings, monitoring deliveries of oil and other consumable commodities in accordance with local procedures.
- 1.6 Ensure that all works are carried out within a set timescale, and with the minimal disruption to the relevant site or department, this will include daily alterations to the working pattern to meet changing service demands these changes will frequently involve travelling to a different site.
- 1.7 On a daily basis autonomously prioritise workload, taking into account all legal maintenance requirements, Health and Safety issues, service level agreements and site-specific requirements, and be able to alter priorities to meet changing demands.
- 1.9 To carry out physically demanding work that will include:
- Lifting and handling, carrying tools, equipment and ladders, which includes handling loads in excess of 15kg without mechanical aids;
  - Occasionally hand-digging areas for access to underground services;
  - Assist with salting, gritting and snow clearing of roads, paths and paved areas during winter months.

- 1.10 Occasionally required to meet with contractors, following a request from Estates Management Team, at various locations in order to disseminate site-specific knowledge to enable works to be carried out. Feedback outcomes of meetings to Estates Officers.
- 1.11 To carry out inspections of buildings and equipment and undertaking repairs or referring to specialist contractors where required.
- 1.12 Act as Trust Competent Person for Legionella, Asbestos, Confined Spaces and Working at Heights.
- 1.13 Have a good understanding of the principles of relevant Health Technical Memorandums (HTM's)
- 1.14 Act as Lift Release Warden for any site when present during a lift failure resulting in a trapping.

## **2. COMPLIANCE & SAFETY**

- 2.1 To follow policies for own role, commenting on policies, procedures or developments which affect the Estates team and supporting the implementation of departmental procedures.
- 2.2 Responsible for monitoring Health and Safety compliance in the area of Buildings and Buildings Maintenance and to contribute to other areas of Health and Safety Management throughout the customer organisations reporting any concerns.
- 2.3 Regularly use platforms and ladders to safely access and carry out high level works taking into account all aspects of the relevant working at heights procedures.

- 2.4 Ensuring that Trust vehicles used are kept in a safe and roadworthy condition with any concerns or damage reported immediately to Estates Administration Department.
- 2.5 To contribute to and work within a safe working environment undertaking risk assessments and assist in the development and implementation of safe systems of work.

### 3. **HUMAN RESOURCES**

- 3.1 Liaise with customer organisations staff as required always promoting a positive customer orientated department.
- 3.2 Identify any personal or engineering specific specialised training requirements and feedback to Estates Office.
- 3.3 You will be required to undertake any identified training that will improve the service delivery of the Estates Department.
- 3.4 Proactively liaise with the Estates Office to ensure that the correct skills mix is available to cover out of hours on call service, to include covering extra occasions when the need arises

### 4 **FINANCE/RESOURCES**

- 4.1 Where spare parts are required to be purchased from local wholesalers or specialist suppliers obtain an order reference number from the Estates office and purchase the item required ensuring that all relevant receipts, delivery notes etc. are returned to the Estates office as soon as practically possible.
- 4.2 Where parts cannot be purchased locally, are not readily available from stock full details must be passed on to the Estates office to enable them to interpret and decide on best course of action for ordering goods.

### 5. **SERVICE DEVELOPMENT**

- 5.1 To provide constructive feedback to the Estates office with regards to a wide diverse range of tasks and duties to enable the Estates Department to decide on future service planning and best delivery of services.

### 6 **INFORMATION / DATA RESPONSIBILITIES**

- 6.1 Ensure that handheld communication devices are synchronised and utilised as directed.
- 6.2 Ensure that all documentation is completed accurately and legibly and is returned to the Estates office on a weekly basis. This will include but is not exclusive to log sheets, worksheets, call-out sheets, delivery notes and service sheets etc.

## 7. ENVIRONMENTAL & WORKING CONDITIONS

- 7.1 On a daily basis, drive an appropriate vehicle to any premises that the Estates Department is responsible for maintaining. Distances covered could be up to approximately 300 miles per week.
- 7.2 This service is delivered on a daily basis in varying units and departments including operating theatres at a variety of locations including, Hospitals, Health Centres, Primary Care Premises, Clients homes, Care homes, Workshops, within Dorset.
- 7.3 Frequently expected to work in Mental Health units.
- When visiting Mental Health units allowances must be made for the clients condition with regards to their level of disability, i.e. at all times in these properties act in a kind, caring and positive manner, be prepared to take a calm and sympathetic approach when faced with difficult or confrontational clients.
  - At all times when working in Mental Health units you are responsible for ensuring that all tools and equipment are used in a conscientious manner.
- 7.4 Occasionally when service levels demands, be prepared to work overtime at short notice in order to maintain services this could often involve travelling to another site prior to starting the work.
- 7.5 Take part in Estates staff on call rota to deliver a 24/7 emergency breakdown service covering all trades and premises that the Estates Department is responsible for maintaining, occasionally be expected to undertake additional on call duties to cover for absence.
- 7.6 When on call, receive emergency requests from the on call Estates Manager and once on site decide on best course of action with regards to making safe or repairing the problem or calling out external specialist contractors when appropriate, liaising with Estates Manager on call if necessary. These calls can be at any time of the night/weekends/Bank Holidays and to any DHUFT property.
- 7.6 Frequently work externally in adverse weather conditions.
- 7.7 To work occasionally in areas which may be potentially hazardous where a need exists to use a permit to work systems, specific health and safety guidance and use personal protective equipment (PPE). Such locations will include the following:
- Boiler rooms
  - Plant rooms
  - Generator rooms
  - At heights using access equipment
  - Confined spaces, roof voids, tank rooms and service ducts.
  - Drains containing human waste.
  - Gully cleaning.
  - Cleaning of guttering systems.

## **SECTION B: TERMS AND CONDITIONS OF SERVICE**

1.

Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.

2.

Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.

3.

Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.

4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.

5.

All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

6.

Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.

7.

Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

## **SECTION C: CORE ATTRIBUTES AND BEHAVIOURS**

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1.

Respect and dignity

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

2.

Commitment to quality of care

We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

3.

Compassion and kindness

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

4.

Improving lives

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5.

Working together for patients

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6.

Everyone counts

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7.

Positive

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8.

Proactive

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9.

Supportive

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10.

Respectful

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11.

Reliable and trustworthy

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

#### **SECTION D: CHANGES**

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.



**PERSON SPECIFICATION**

**MAINTENANCE WORKER  
ESTATES DEPARTMENT**

<b>1. Knowledge, skills and training</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
1.1	Good standard of general education	Yes		Application
1.2	Completed a relevant recognised Maintenance training scheme or an appropriate level City & Guilds certificate / NVQ in a suitable trade or demonstrate equivalent level of experience.	Yes		Application, Interview, Portfolio & Certification
1.3	City & Guilds 2377-22 PAT Testing		Yes	Certification
1.4	Service & Maintenance of Portable Fire Extinguishers to BS 5306-3		Yes	Certification
1.5	Have a sound understanding of Electrical/Mechanical engineering and basic building principles in order to carry out a range of basic maintenance tasks.	Yes		Application, Interview & References
1.5	Release of trapped passengers (HTM 08-02) BS7255 LOLER & SAFed		Yes	Certification
<b>2. Job specific experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
2.1	Demonstrable experience in a maintenance or service environment.	Yes		Application, Interview & References
2.2	Demonstrable experience in a healthcare maintenance or equivalent service in a healthcare environment.		Yes	Application, Interview & References
2.3	Knowledge covering operation and first line maintenance of <ul style="list-style-type: none"> <li>• Fire Alarm Systems</li> <li>• Fire Fighting Equipment</li> <li>• Portable Appliance Testing</li> <li>• Water Systems</li> <li>• Lifts</li> <li>• Asbestos</li> <li>• Working at Heights</li> <li>• Working in Confined Spaces</li> </ul>	Yes		Application, Interview, Portfolio & Certification

<b>3. Information Technology</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
3.1	Basic IT skills, normally obtained through practice or practical training	Yes		Application, Interview & References
3.2	Use of smartphone technology		Yes	Application, Interview & References
<b>4. Personal qualities/attributes</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
4.1	Ability to communicate with clarity and confidence in a variety of situations which may be demanding and difficult	Yes		Application, Interview & References
4.2	Ability to plan, facilitate and evaluate activities to meet Departmental needs and objectives		Yes	Application, Interview & References
4.3	Ability to follow a clear instruction and feedback to staff at all levels and disciplines.	Yes		Application, Interview & References
4.4	Ability to work as part of a team and relate well, encompassing the views of others	Yes		Application, Interview & References
4.5	Ability to work on own initiative and without supervision	Yes		Application, Interview & References
4.6	Problem solving skills and flexibility to ensure an efficient service	Yes		Application, Interview & References
4.7	Ability to work in a highly professional manner.	Yes		Application, Interview & References
<b>5. Business travel</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
5.1	Subject to the provisions of the Equality Act (2010), able to travel using own vehicle on Trust business.	Level 1*		Application, Licence & Interview
<b>7. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	
6.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes		Application, Interview

**Maximum possible score:**

**Notes:**

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**\*Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.