**Yorkshire Housing Role Profile**

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| **Job title:** | Handyperson | **Leader of others:** | No |
| **Reports to:** | Handyperson Team Leader | **Contract type:** | Mobile |
| **Business Area** | HIA | **Budget holder?** | No |

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| **Job purpose** |
| To work regionally to undertake structured assessments of customers’ needs, deliver and fit equipment and carry out repairs and adaptations.  We need someone who can provide support and practical assistance to customers, including assessment of work, and the carrying out of adaptations, repairs, maintenance, HandyTec initiatives and small jobs in accordance with the service specification or as agreed with commissioners, to enable customers to remain in their own homes in a warm, safe and secure environment. |

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| **Key responsibilities** |
| * Assess for, and install, home security equipment as part of either target hardening or Domestic Violence referrals. * Supply, assess and fit, at Handyperson trained assessor level, a variety of disability equipment in customer’s homes to enable them to remain living independently; including grab rails, toilet frames, stair rails and other items deemed appropriate at assessment stage. * To carry out all work to Yorkshire Housing’s Health and Safety requirements and to undertake job essential training for the post. * Be responsible for a caseload of customers, as allocated within the framework established by the HIA's contractual and partnership agreements and agreed with the HIA Manager * To provide a high standard of customer service demonstrated by customer satisfaction ratios in excess of 95%. * To work with multiple agencies to ensure customer’s needs are assessed and resolved where possible, including liaising with the Needs Advice and Support Officers and other appropriate agencies as required. * To complete all necessary paperwork accurately and as requested to comply with the reporting systems of the service. * Actively look for, promote and complete HandyTec (private work) services for customers to support the HIA Business Strategy and operational plans. * To undertake such other duties and responsibilities as would be deemed reasonable commensurate with the level of the post. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Demonstrable Experience undertaking repairs/building work * Experience in joiner/carpentry work sufficient to fit minor adaptations within the homes of elderly or disabled customers. * Experience of bricklaying/building works sufficient to build/adapt steps * Knowledge of safeguarding & GDPR. * Understanding of professionalism & dealing with external stake holders and customers. * Good interpersonal skills. * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues |
| **It would be a bonus if you have:** |
| * City & Guilds in joinery, or other relevant qualification. * Previous experience working for HIA or similar environment. * Previous experience of dealing with vulnerable customers. |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |