



Ipswich Borough Council
Job Description: J71b

Community Caretaker

Main Purpose of Job

To effectively and efficiently deliver all associated duties encompassed within the Community Caretaking Service, reporting directly to the Supervisor. Working with the residents and other agency providers to maintain, develop and improve the quality and environment within the community.

Main Duties

1. To carry out minor repairs service, input of data to mobile devices for servitor, routine electrical maintenance and other related works within specified areas of Maintenance & Contracts, including communal areas and sheltered schemes, Westvilla as required and to report any major defects/repairs to the Repairs Centre.
2. Responsibility for the quality of works undertaken by existing maintenance contractors to both internal and external areas e.g., Repair contractors, Parks and Open Spaces by both pre and post inspection and ensuring there are no health and safety issues.
3. Ensure correct procedures are followed regarding enforcement issues leading to breaches of tenancy agreement with recorded evidence, investigations and written reports, and where necessary warning notices and recharges implemented.
4. Accountability for data entry into mobile device to accurately record a cleansing and maintenance regime as presentable evidence when required. Management of vehicle systems for impress stock data sheets and to control COSHH assessments and safety.
5. To maintain and test equipment, recording data for reading of communal utilities, fault detection and programming of communal electronic door entry systems, PAT testing of appliances. Installation, maintenance and recording of HEARS boxes and customer personal keys. Management of master key suits and lock replacement/repairs to communal door systems.
6. To patrol defined areas to deter and reduce the fear or likelihood of incidents of anti-social behaviour ensuring Council "safe guarding children" policy is

observed recording and reporting necessary issues. Patrols will be carried out through to 8:00pm in the evening on a rota basis including Saturdays.

7. To attend court to act as a professional witness and give evidence when required. Investigate and report abandoned or dangerous vehicles on Council land. Partnership working with Police services building stronger, safer communities through intervention and cohesion.
8. To develop and foster links with statutory and voluntary agencies that actively engage community interest and involvement. Promote cross sectional working with other services i.e. Tenancy Support, Community Safety, Customer Call Centre, Environmental, HEARS service and Tenant committees.
9. To deliver the Community Caretaking pledge service encompassing a cleansing and inspections regime of internal and external communal areas. Identify abandoned properties and inform relevant Housing Officer. Removal of offensive and general graffiti. To implement effective waste management strategies within communal areas with related health and safety responsibilities. Assist with requested specialist or general cleaning.
10. To carry out strategic projects identified by Housing Services, Tenant Groups and Area committees. Maintaining health and safety procedures, protecting residents and general public through effective use of multi-skills.
11. To provide supportive assistance to vulnerable tenants, including transportation and delivery of items within communal and sheltered accommodation as requested.



PERSON SPECIFICATION

COMMUNITY CARETAKER

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	GCSE standard or equivalent	Basic level of education in all subjects	Application/Certificates
Relevant experience	<p>Basic Knowledge and awareness of Health & Safety procedures</p> <p>Demonstrate ability to use technology within a working environment</p>	<p>Ability to submit detailed and accurate reports</p> <p>Understanding and knowledge of multi skill building procedures</p> <p>Ability to handle customer complaints</p>	Application/ Interview
Specialist knowledge	Basic understanding of various cleansing practices	Experience in Weed killing PA2/PA6	Application/interview
Personal skills	<p>Ability to priorities duties</p> <p>Experience of working in a team to achieve shared objectives</p> <p>Ability to work to timetables and deadlines.</p> <p>Demonstrate evidence of working within a performance related culture</p> <p>Ability to problem solve and work on own initiative</p> <p>Communicate effectively both verbally and in writing</p>	<p>Maintain working relationships with people from all levels and external organisations</p> <p>Ability to communicate and discuss issues and request from residents and members of the public</p>	Application/Interview

Special working conditions	Willing to work outside normal hours and have a flexible approach. Ability to carry out manual duties manually lift reasonable weights Full Driving License		Application/Interview
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