



# South Tyneside Council

## CHILDREN, ADULTS AND HEALTH

### JOB DESCRIPTION

**POST TITLE:** Maintenance Operative  
**GRADE:** Band 4  
**RESPONSIBLE TO:** Senior Maintenance Operative  
**RESPONSIBLE FOR:** N/A

#### Overall Objectives of the Post:

To carry out duties related to the maintenance of Community Equipment.

#### *Main duties & responsibilities*

##### **1. MAIN DUTIES**

- Ability to demonstrate and maintain the core practical skills relevant to the Community Equipment service role and function.
- Carrying out maintenance of equipment according to schedules.
- To notify Senior Operative of any issues preventing maintenance of equipment.
- Restocking of equipment on to appropriate shelves when required.
- To work flexibly on a rota basis, to include weekends and Bank Holidays to support the needs of the Team and Service.
- To undertake any other duties as reasonably fall within the responsibility of the grade as may be required.

##### **2. SHIFT RESPONSIBILITIES**

- Work a shift system to include weekend working.

##### **3. WORKING RELATIONSHIPS**

The list below provides an outline of relationships:

- Internal
  - LBLRC Staff including Supervisors & Managers.
  - Extra Care, Care Support Workers, Day Care, Assistive Technology Officers, OTs, NHS Professionals, Supervisors and Management.
  - Staff of the Council's other departments.
- External
  - People and persons acting on their behalf.

##### **4. WELLBEING**

- To work in accordance with person centred principles i.e. treating people as you would like to be treated with dignity and respect.
- To respect the rights of Service Users and strive to build their confidence and establish a trusting relationship with them and that of their family and other informal carers. To provide informal and emotional support to people.
- Where appropriate, encouraging team members to whistleblow and file complaints as per policy and procedure.

- To share responsibility for supporting all Service Users who receive a service. To contribute to the ongoing development of the service.
- To work closely with other professionals to monitor and encourage wellbeing and ensure Service User's needs are met.
- Ensure that Health & Safety Legislation and good practice is adhered to at all times.

***Throughout your role you must demonstrate the following personal qualities and behaviours.***

**We will do what we say:**

- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell customers what they can and cannot expect from us
- Respond when we say we will to customers queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect customers right to confidentiality, sharing information only in their best interest

**We will focus on Solutions:**

- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet customers' individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

**We will be the best we can be:**

- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement

Must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

Must have due regard to the Council's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Must work in accordance with the Council's policies, procedures, information, instructions, and/ or training received.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: CH/CL

Date: 9.09.20

# Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

## INTEGRITY

We will do the right thing whatever the circumstances

## VALUING PEOPLE

We will respect everyone and appreciate their diversity

## EXCELLENCE

We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
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- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
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- Continually challenge current practice and put forward ideas for improvement



**South Tyneside Council**



living better lives

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