JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Facilities and Maintenance Assistant</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Property and Facilities Manager</td>
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<td>Department:</td>
<td>Property and Facilities</td>
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<tr>
<td>Hours:</td>
<td>Permanent Full Time 37.50 hours per week</td>
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GENERAL INFORMATION

Jersey Hospice Care is an independent charity which provides specialist palliative care services within the community and through the Day Hospice and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

JOB SUMMARY

The Facilities and Maintenance Assistant role is to support the Properties and Facilities Manager by providing day to day upkeep and maintenance and scheduled checks of the premises and gardens of Jersey Hospice Care which include the charity’s rental properties; retail units, vehicles, processes and IT function that supports the work of Jersey Hospice Care.

JOB CONTEXT

Ordinarily based on the main Jersey Hospice Care Site, the post is part of a team led by the Properties and Facilities Manager and will have responsibility for carrying out tasks as delegated by the Properties and Facilities Manager. The post holder will be required to use professional judgement when working on both the main Hospice site and when on-call to ensure the safety and security of the building.

ROLE RESPONSIBILITIES

The responsibilities include:

- As agreed with the Properties and Facilities Manager undertake own area of work load in respect of scheduled maintenance activities together with general maintenance and repairs around Jersey Hospice buildings and retail business.
- Removal and storage of clinical waste according to correct procedures. Ensure daily log completed and weekly transfer notes maintained for property and facilities’ records.
• Complete daily checks of the systems delivering oxygen and other gases with team and ensuring maintenance of a daily log.
• Ensure safe storage of cylinders containing oxygen or other gases
• Undertake daily check of maintenance log/diary at Jersey Hospice all maintenance request sheets liaising with the Jersey Hospice teams to ensure all work is completed.
• Work collaboratively and in partnership with other members of the Facilities Team to monitor any daily tasks being carried out by external maintenance contractors.
• Complete daily log sheets of all works and tasks held by the Facilities team.
• Assist in ensuring regular planned maintenance schedule tasks are completed
• Undertake as part of the Facilities Team; Portable Appliance Testing on different sites.
• Liaise with the IPU Ward Manager and all other clinical staff where there are concerns or reported defects and repairs
• Liaise with the Kitchen services staff and Housekeeping team regarding laundry, domestic and kitchen defects and repairs
• Undertake various maintenance tasks within your skill base/competence as agreed with Jersey Hospice Care
• Liaise with and work collaboratively with external contractors within Jersey Hospice Care
• Participate in the on-call roster which requires you to use your own judgement when called for Jersey Hospice Care
• As Facilities personnel on call, provide telephone advice to shops, outlets and warehouses and authorise works where safety or security is the issue, ie locks, glazing, trip hazards etc.
• Undertake scheduled testing of fire alarms, emergency lighting and fire equipment as determined by the Properties and Facilities Manager.
• Provides a pick up and drop off service between Jersey Hospice Care and other site areas eg Retail business areas; Jersey General Hospital for collection or drop off prescriptions, pathology specimens and collect medications
• Support and assist all Jersey Hospice Care departments with the organisation with ad hoc tasks such as setting out training and conference rooms for meetings, restoring them, transporting equipment, constructing various items in support of Jersey Hospice Care events.
• Ensures closing up and security of building after evening functions within training rooms
• Help with Income Generation/Fundraising team in the moving of stock, organising store areas and assist in the setting-up of events.
• Drive van or pool car or other vehicles as required in course of day to day operations
• Undertake weekly safety checks of Jersey Hospice Care vehicles and report defects to the Properties and Facilities Manager
• Work with properties and Facilities manager to ensure efficient use of consumable resources and ordering of supplies/stock items.
• Undertake any other duties as required by the Properties and Facilities Manager within the scope and remit of the post.

OTHER RESPONSIBILITIES

The post holder will be required to:

• Observe confidentiality of records and organisational information at all times and to be aware of and practise the principles of Data Protection Act.
• Work within the policies and procedures and principles of Jersey Hospice Care at all times.
- Compete any mandatory or service related training as deemed necessary as a requirement of the role and/or the wider organisation
- Support the Properties and Facilities Manager in ensuring efficient procurement and use of consumable resources and ordering of equipment, supplies or stock items and control required for the organisation.
- Understands and conforms to Jersey Hospice Care’s infection prevention and health and safety policies and actively promotes best practice and infection prevention awareness at all times
- Develop effective strategies to communicate with colleagues, external contactors or others where English is their second language that may present barriers to understanding.
- Demonstrates commitment to and understanding of equality and diversity and how this translates into good practice
- Demonstrates commitment to the values and ethos of Jersey Hospice Care
- Acts as an advocate and ambassador for the charity

### PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Education and Qualifications</th>
<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tbody>
<tr>
<td>A qualified tradesperson with an intermediate level of knowledge and proficient within an appropriate trade eg Carpentry, Building Trade, Electrician etc.</td>
<td>- Extensive knowledge of a range of procedures for building and repairs; equivalent skills to BTEC level / Apprenticeship, relevant certification or equivalent experience.</td>
<td>- Demonstrates commitment to own learning and professional development with a willingness to undertake further Facilities specific training as required</td>
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<tr>
<td>- Two trade persons qualifications</td>
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<table>
<thead>
<tr>
<th>Experience</th>
<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tbody>
<tr>
<td>Previous experience in two or more of the following disciplines: carpentry, plumbing, electrical, decoration, another building trade, equipment repairs, plant repairs or general DIY.</td>
<td>- Experience and understanding of building and fire regulations.</td>
<td>- Demonstrates experience of using own initiative to complete a task when working alone.</td>
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<td>- Previous experience in building maintenance and facilities.</td>
<td>- Previous experience in a health care environment</td>
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<td>- Previous asset register development and/or maintenance responsibilities</td>
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<thead>
<tr>
<th>Skills, knowledge and abilities</th>
<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tr>
<td>Good knowledge and understanding of Health and Safety and regulatory issues related to buildings and maintenance tasks.</td>
<td>- Good knowledge and understanding of buildings, plant and all types of building facilities.</td>
<td>- Ability to diagnose and rectify breakdowns/faults during normal day to day operations and during their on-call</td>
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<td>- Competent at testing portable electrical appliances</td>
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<td>- Knowledge and understanding of medical supplies eg oxygen gas cylinders and/or hospice oxygen system</td>
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<td>- Own transport</td>
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Facilities & Maintenance Assistant

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Responsibilities

- Demonstrates knowledge and understanding of water management systems (eg Legionella).
- Has a clean and current driving licence.

Personal attributes

- Is fit and able to undertake Moving & Handling on a regular basis.
- Is a strong team player.
- Is flexible in approach to working pattern and responsibilities.
- Demonstrates an approachable and friendly attitude.
- Has good verbal and written communications.
- Demonstrates awareness and understanding of the impact of role on patient services and the wider organisation.
- Has proven evidence of working in partnership and developing effective working networks across the local industry.
- Proficient in IT eg Outlook, Microsoft Word, Excel.
- Demonstrates attention to detail.
- Is trustworthy and reliable.
- Is able to work well as part of a team or alone.
- Demonstrates ability to maintain composure and remain calm when working under stress.
- Has commitment to maintaining and ensuring a safe working environment.
- Is able to work in various environments; eg cold, wet, heat, noisy, dusty, enclosed.
- Is able to work out a range of shift patterns and of hours to ensure minimum disruption to patient services including an on-call shift rota.
- In possession of a 2nd language.

Jersey Hospice Care Background

Specialist Palliative Care Team – works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

Day Hospice - Our Day Hospice and Out Patient Service (based in the King Centre at the hospice) aims to enrich patient’s lives through individual and group activities. We offer patients and their carer’s personalised support, whilst empowering them to manage their condition and prevent unnecessary complications.
In-Patient Unit (IPU) - The In Patient Unit, comprising of twelve single en-suite bedrooms, offers facilities for short stay admission, typically for assessment, symptom management, respite and end of life care. Care is delivered by skilled and experienced nurses, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Therapies team - JHC offers a comprehensive range of physiotherapy, lymphoedema and complementary therapies; provided by skilled practitioners through individual and group activities and available in the IPU, Day Hospice, outpatients and gym. The therapies team is based in the King Centre at the hospice.

Bereavement & Emotional Support Service – support is available to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. This service aims to offer help and support to those who have lost a relative or friend, and are having difficulty coming to terms with the bereavement. The service is managed by staff with the help of trained volunteers.

Retail - there are two JHC shops; a town shop in St Helier and a country shop in St Ouen, both operated by JHC Retail Limited a wholly owned subsidiary trading company of JHC. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are £1m Lottery Draw, Dragon Boat Race, 5000 Club and Christmas Tree collections. The Income Generation team is known as the “Hub of Hospice”.

Volunteers - JHC depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In-Patient Unit, Community Bereavement Service, fundraising, gardening, etc.

Administration and Support Services - staff are responsible for the administration, accounts management, housekeeping and catering services that are vital to the smooth running of the charity. The administration team are the first point of call for those ringing or calling at JHC.

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for 3 years post end date of their employment.

Equal opportunities statement - JHC is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health & Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

Safeguarding Children, Young People and Vulnerable Adults – Jersey Hospice Care 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. Rigorous recruitment
checks are carried out and successful applicants will be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

The organisation operates a no smoking policy.

**Review** - This job description was last reviewed in May 2018.
APPENDIX A

Privacy Notice – Employees of Jersey Hospice Care

Who we are?
We are Jersey Hospice Care (Jersey Charity Number AJC 075), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

Why we collect your personal data?
We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.
Reasons will include;
- We collect and hold contact information, such as your name, address and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

When do we collect your personal data?
- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

What personal data do we collect?
Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.
Types of personal data we collect will include:
• name
• address and other identifying information
• Telephone numbers and email addresses
• Bank account details such as bank account number and sort code
• Tax contributions
• Social Security contributions
• Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material
• Medical information contained within any sick notes you have provided to us
• Notes from appraisals and performance reviews

What do we use your personal data for?
As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:
• To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
• To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
• To contact next of kin in case of an emergency
• To develop our employees through training and education
• To manage employees performance through formal appraisals

How do we protect your personal data?
We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include;
• Training and education of staff on aspects of Data Protection.
• Access to systems which contain personal data is limited to only allowing staff that need access.
• A wide range of technical security measures including firewalls to safeguard from cyberattack.

How long do we keep your personal data for?
We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on Sharepoint.
At the end of the retention period your personal data will be deleted.

Who has access to your personal data?
Any Jersey Hospice Care staff member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018.
We will not sell or rent your personal data to third parties.
Access to personal data is restricted to only members of staff who need access to that information.

Lawful basis for collecting personal data
In the circumstances where Jersey Hospice Care is required to use personal data we will only do this if;
• We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
• To comply with a legal obligation to which Jersey Hospice Care is subject to.
• It is necessary to the performance of a contract you have entered into with us.
• It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data but our legitimate interests do not outweigh your rights.

Sharing your personal data
The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if;
• Where we have been instructed to do so by law
• Where we believe the reasons for sharing are so important they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
• Where we are legally required to do so

What are your rights in relation to your personal data?
Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed.

These are;
• **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request)
• **Right to Rectify** (We have to correct your personal data if you request us to)
• **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data)
• **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting)
• **Right of Portability** (If you request us to give you your personal data in a common, machine readable format)
• **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing or being processed for scientific / historical research or statistics)

Under the new Data Protection law you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example if you want to see a single, specific document, this would be fulfilled at the time the request is made.
If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email **GovernanceAndQualityTeam@jerseyhospicecare.com**

You can also contact us about anything else relating to your personal data.

**Your right to lodge a complaint with a supervisory authority**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530**

or

go online to [https://oicjersey.org/online-enquiry/#/complain/form](https://oicjersey.org/online-enquiry/#/complain/form)