

Job description

Job description: Gardener

Responsible to: Independent Living Co-ordinator

Purpose: To carry out garden work to meet the needs of older people who are no longer able to maintain their own garden.

Judgement and decision making

- To receive referrals from Age UK Milton Keynes and to be responsible for contacting each client making suitable appointments, and informing them as soon as possible if changes become necessary.
- Undertake an assessment of all new referrals to establish the client's needs in terms of their individual gardening requirements and to ensure the requirements are within the scope of the service.
- Assess the client's capabilities to carry out gardening tasks so the appropriate charges are made.
- To read and understand the risk assessment which applies to gardening, complying with the control measures and further action notes which apply to gardening work.
- Visually assessing each task to identify and minimise any potential risk, before starting work.
- To collect the appropriate charge, giving a receipt and obtaining the clients signature confirming satisfaction with the work done and charge made.
- To be responsible for the security of all monies collected until paid into Age UK Milton Keynes.
- To keep accurate records of jobs completed, hours worked including training courses, charges collected, and to submit these records and money to Age UK Milton Keynes at monthly intervals or regular agreed times.
- To be responsible for the storage and security of all equipment belonging to Age UK Milton Keynes.
- To be responsible for the day to day inspection, cleaning and maintenance of all equipment, reporting breakages, replacement items needed and repairs required to the Independent Living Co-ordinator as soon as practicable.
- Implementing the health and safety and welfare arrangements with regard to self other work colleagues and clients, reporting any hazard to the Independent Living Co-ordinator.
- Participating in bi-annual team meetings and annual appraisals.
- Participating in training to keep up to date with current practices.
- Work within the cost of the service and within the client's ability to pay.
- To ensure collaboration and effective working relationships are maintained with all other individuals in Age UK Milton Keynes.
- To build a relationship with the client to ensure the work is carried out to their satisfaction taking into account the cost of the service.

- The number of client visits per week is flexible but we will encourage gardeners to aim for at least 10 per week in the main growing season i.e. between April and October
- Ensure clients are aware of their obligations to dispose of garden waste.
- To anticipate and take responsibility for identifying problems before they become visible to the client ensuring they are made aware so action can be taken if necessary and it is their wish to do so.
- To signpost clients to other Age UK Milton Keynes services as appropriate.
- To appropriately and efficiently deal with compliments, complaints and comments.
- Ability to work on own initiative. Planning own schedule of work, making arrangements and communicating effectively with clients.
- To only carry out general garden maintenance duties and no other work requested by the client unless office has agreed

Skills and knowledge

- Experienced in, and at least some basic knowledge of gardening
- Physically fit and able to mow, prune, weed, lift and carry.
- Understanding Age UK Milton Keynes' mission and value base.
- Empathy with older people, minorities and other vulnerable groups.
- Understanding issues affecting older people.
- Experience of working with clients who may be distressed or confused.
- Being familiar with the geography of Milton Keynes.

Special features

- Possessing a full clean driving licence with business insurance and having access to appropriate transport.

<u>Salary</u>	The salary for the post is £9.92 per hour (inclusive of mileage allowance – see Driving Policy for full details)
<u>Hours of Work</u>	There are no guaranteed hours of work. Hours will be agreed with your Line Manager and may be varied from time to time
<u>Annual Leave</u>	Entitlement will be in accordance with the Conditions of Service
<u>Sickness pay</u>	Entitlement will be in accordance with the Conditions of Service
<u>Pension Scheme</u>	Age UK Milton Keynes operates a pension scheme in line with the automatic enrolment legislation. Qualifying employees will be automatically enrolled in the scheme although they are able to opt out if they wish. Employees who do not qualify for automatic enrolment may opt into the scheme.
<u>Probation</u>	There will be a period of probation of 6 months
<u>DBS</u>	Possessing current standard DBS (police check) If not, willing to apply for one and pay the £23 which will be refunded after successful completion of probation.