



## Canopy Housing -Trainee Properties Worker

### Job Description

Canopy is a self-help, community-housing organisation based in inner city Leeds. We renovate derelict houses to create decent homes for people who are homeless. We involve local people, volunteers, tenants, and others in every aspect of our work. Canopy transforms communities as homeless people and local volunteers renovate empty homes.

#### Responsible to: Properties Manager

An essential part of the project is the self-help and voluntary activity of creating a home. The job will entail practical work alongside volunteers, tenants and other workers. The post holder will have to show initiative, be willing to learn new skills, and enjoy mucking in.

#### Summary

To further the work of Canopy by carrying out properties work: refurbishing buildings; supporting and training volunteers and self-helpers (future tenants); and maintaining buildings.

#### General areas of responsibility

- Help supervise and train diverse groups of volunteers
- Help renovate empty or tenanted homes and other properties
- Help maintain buildings and keep them secure
- Provide a supportive, empathetic service to tenants and volunteers
- Report and act on health and safety incidents

#### Specific responsibilities

- Refurbish empty properties with others
- Work with external contractors where appropriate
- Help and learn how to carry out maintenance work that the organisation requires
- Help and learn how to supervise and teach volunteers as you work
- Help and learn how to deliver toolbox talks
- Ensure volunteers and tenants on site are treated with respect and are part of the site team
- Help and learn how to deal with conflict within the volunteer group
- Consider the needs of a diverse group of volunteers, ensuring you comply with our Equality and Diversity Policy
- Work closely with Canopy's Support Team regarding the recruitment, training and support of volunteers, trainees, and self-helpers
- Work closely with other members of the team to ensure Canopy's properties are well-maintained.
- Actively consult and involve volunteers and Canopy colleagues as fully as is possible regarding property renovations and repairs



- Help and learn how to challenge unacceptable behaviour, action or attitudes that could threaten the safety and emotional and physical wellbeing of project members, volunteers, or other workers
- Work with colleagues to support individual volunteers, following through development and/or involvement
- Ensure you work as safely as is reasonably practicable, and be constantly vigilant regarding the safety of trainees, volunteers, and others in contact with Canopy
- Ensure empty properties are secure, look after keys and help arrange the connection of utilities,
- Help and learn how to undertake site health and safety risk assessments
- With colleagues, arrange the purchase of furniture, fixtures, and fittings for empty properties
- Take responsibility for the health and safety of all those working on site in accordance with our policies
- Help and learn how to ensure site is set up and closed down correctly each day with volunteer involvement.

### **Responsibilities of all staff**

- Help deal with general office enquiries and the day-to-day administrative activity of the organisation
- Attend regular 121s and appraisals with your manager.
- Attend regular team meetings, taking minutes from time-to-time
- Attend board meetings from time-to-time as required
- Help identify your own training needs and attend relevant training
- Help ensure Canopy's record keeping is accurate and up to date
- Help answer the telephone and door
- Comply with Canopy policies, procedures and working practices
- Help keep all people in contact with Canopy safe and free from harm
- Take responsibility for identifying hazards, reporting them, and doing something about them
- Help in every area of the organisation's work as required
- Carry out any other tasks as required by the Chief Executive or Board



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### Milestones

Canopy will provide training and support to help trainees graduate to become Properties Workers. To graduate, trainees will be required to achieve the following milestones.

#### Working practice

- Assist a Properties Worker in at least fifteen site sessions
- Run at least five site sessions under the supervision of a Properties Worker
- Run at least ten successful site sessions without supervision
- Deliver at least five toolbox talks
- Order at least ten jobs with contractors that are completed within suitable timescales at a reasonable cost
- Meet and greet volunteers when they arrive at the office and build rapport with them on at least ten occasions
- Carry out and prepare a Site Assessment satisfactorily
- Shadow a member of the support team for at least three days
- Become a proficient user of Canopy's record-keeping systems
- Complete regular timesheets and keep them up to date
- Demonstrate the ability to deal with an injury or 'near miss' on site
- Hold a full driving licence

#### Training to be completed successfully

- Site Supervision Safety Training
- Health and Safety (to include COSHH, RIDDOR, working at height and safe handling techniques)
- First Aid
- Safeguarding Vulnerable Adults
- Child Protection
- Sustainability
- Equality and Diversity
- CSCS

#### Assessment

Pass a probationary appraisal that demonstrates

- A willingness and ability to mentor and provide support to volunteers and self-helpers
- A willingness and ability to get along with and support colleagues
- A willingness and ability to support and promote the aims of Canopy Housing
- A commitment to continuous learning and development