

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Community Warden</b>
<b>RESPONSIBLE TO:</b>	<b>Community Housing Co-ordinator</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>
<b>DEPARTEMENT/ SECTION:</b>	<b>Neighbourhood Services, Customers and Communities</b>
<b>SALARY (£):</b>	<b>G7</b>

<p><b>MAIN PURPOSE OF THE JOB</b></p> <ul style="list-style-type: none"> <li>• Ensure successful delivery of services to customers.</li> <li>• To support Adra’s approach to creating effective and sustainable neighbourhoods – to reduce anti-social behaviour and increase pride on the Estates.</li> <li>• To assist in providing an effective, efficient and sensitive Tenancy Service to tenants and customers that supports and encourages the maintenance and sustainability of positive tenancies</li> <li>• To ensure that referred or identified cases of alleged abuse and safeguarding are dealt with promptly and according to Adra policy and procedures</li> <li>• To contribute to the development, consultation and delivery of local estate action plans to address tenancy enforcement issues and create pride in areas.</li> <li>• To promote Community Development and act as the eyes and ears of the organisation on the ground</li> <li>• To provide a uniformed, semi-official presence in the area with the aim of improving the quality of life of the tenants and residents if applicable to post.</li> </ul>
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<p><b>KEY RESPONSIBILITIES</b></p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Contribute to the ‘one team’ approach throughout Adra, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.</li> <li>• Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.</li> <li>• Ensure that performance targets are met relating to the allocated area of work.</li> </ul>
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- To ensure effective communication and working relationships with colleagues across Adra services, and external agencies/ organisations and to develop new partnership with external agencies as required.

### **Community engagement and communication**

- To become acquainted with the customers and to assure them of the landlord's presence on the estate, to create a sense of security by reducing the fear of crime.
- To deliver specific community engagement projects to engender pride in the estate – for example clean up days, working in partnership with external agencies to help improve the lives of our customers and those within the local community.

### **To promote and assist with successful tenancies**

- To conduct Welcome Visits with contact holders to make them aware of their contracts, and support and enforcement procedures.
- To address issues of concern and signpost to support where appropriate.
- To conduct regular visits with new customers within the first 12 months of to encourage and sustain new tenancies.

### **Maintaining estates**

- To undertake regular a foot and Mobile Patrols of the estates
- To inspect open and communal areas and monitor against estates standards reporting areas requiring action to the relevant contracts manager and monitoring that action are taken.
- Co-ordinate action to address vandalism and graffiti damage etc.
- Be responsible for compliance by Tenants and Residents of the Association's Fire Management Policy and carry out monthly communal area checks in accordance with the Association's Fire Management Policy.
- To ensure that vacant properties are secure at all times and to liaise with Allocations re-let officers, as necessary.
- To be responsible for the use of and operation of CCTV

### **Anti Social Behaviour**

- To record incidents of anti-social behaviour and report incidents of crime and anti-social behaviour to the Community Housing Co-ordinator and also the police where necessary
- To act as professional witness collecting evidence and undertaking court appearances where required
- To deal with low level ASB incidents, referring cases for further action to Community Housing Co-ordinator as necessary

**Vulnerable people**

- To provide support to victims and witnesses of breaches of contract and ASB.
- To provide help and support for vulnerable customers with a wide variety of needs.

**Business Development**

- To contribute to the delivery of change initiatives within the allocated service area.
- Be involved in undertaking effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other appropriate stakeholders.

**Performance and Quality**

- To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To provide accurate statistical and appropriate information as required and within set timescales

**Other**

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To make effective use of Information Technology within the service and To ensure that effective records of all the actions are recorded within the Housing Management System
- To adhere to Adra policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested, which could on occasion result in working outside of normal working hours.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Qualification</b>	Good standard of education (equivalent to 5 GCSEs Grade C or above)	Qualification in Housing Studies Evidence of continuous professional development	Application Form and Certificates
<b>Relevant Experience</b>	Experience of working within a customer facing organisation Experience of delivering services to customers Able to identify, assess and resolve problems innovatively and quickly		Application Form and Interview
<b>Job related Knowledge</b>	Able to deal with diversity and meet the needs of vulnerable and challenging customers Knowledge of Housing Management Law in the field of Tenancy Enforcement	Experience of community based work or volunteering Knowledge of current Housing Legislation Experience of case management Knowledge and awareness of good practice in respect to Safeguarding	Application Form and Interview
<b>Job related Skills</b>	Good written & verbal communication skills. Ability to communicate effectively with customers, staff and managers. Good organisational, administration and IT skills. Able to demonstrate a positive attitude to change. Self-motivated, positive, able to work under pressure and confident in decision making	Ability to contribute confidently to group discussions. Excellent interpersonal skills.	Application Form and Interview
<b>Other</b>	Willingness to work outside of normal office hours when required. Committed to continuous improvement. In possession of a full UK driving licence.	Knowledge of Health, Safety, Quality and Environment Standards and regulations. Ability to deal with diversity amongst customers and meet their needs effectively.	Application Form and Interview

<b>Language</b>	Fluent in spoken and written Welsh language		Application Form and Interview
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