



JOB DESCRIPTION

JOB TITLE:	Site Officer (Plas Penrhos)
RESPONSIBLE TO:	Supported Housing Co-ordinator
RESPONSIBLE FOR:	N/A
DEPARTEMENT/ SECTION:	Supporting People
SALARY (£):	Grade 6

MAIN PURPOSE OF THE JOB

GENERAL

- Contribute to the 'One Team' approach throughout Adra, providing a consistent service and assistance to colleagues throughout the organisation as required.
- Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.
- Offering a high-quality customer orientated service which delivers continuous improvement and ensuring value for money.
- To assist the team to ensure clients live in their local community as normal independent as possible by:
 - ❖ Improving their quality of life, health, and welfare
 - ❖ Promote their personal and community safety
 - ❖ Promote their independence and control
 - ❖ Promote their economic progress and financial control.

ROLE SPECIFIC

- Complete and retain monitoring referral forms for all tenants and carry out 6 months reviews.
- For those contract holders who will require a emergency call bell unit, a 6 month test will be required and logged on the contract tracker.
- Be responsible for welcoming new tenants, give them guidance on the use of equipment in their home and provide information about the facilities in the scheme and their neighbourhood.
- Visually monitor their health and general wellbeing.
- Liaise with families and external agencies including hospital staff, GPs, social Workers for those clients that require this support.
- Ensure that all tenants have been risked assessed in relation to their safety and wellbeing.

- Ensure that any safeguarding concerns are reported in accordance with Adra's safeguarding policy.
- Support and signpost for advice and action regarding ASB, rent enquiries, complaints, tenancy support. .
- Arrange on site social activities to prevent isolation and loneliness.
- Report any issues regarding defects on the site or building via the contact centre. .
- Have pride in and monitor general site maintenance including keeping the site and its land tidy. Reporting on any issues to other teams within the company. .
- Monitor the use of the communal lounge and kitchen, scooter room and act on any misuse.
- Monitor the cleaning of the site in accordance with the service level agreement and report on any concerns. .
- To promote fire safety on site, ensuring housekeeping conforms to Adra's Fire Management Policy and Fire Risk Assessments.

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
Relevant Experience	<p>Previous experience of dealing with people in need of Care and / or Support</p> <p>Able to identify, assess and resolve problems innovatively and quickly</p>	<p>Experience of working within a customer facing organisation</p> <p>Experience of delivering services to customers</p> <p>Previous experience of counselling and support</p>	Application Form and Interview
Job related Knowledge	<p>Knowledge of assessing individual personal needs in a sensitive way.</p>	<p>Knowledge or experience of Health & Safety issues in the Care and / or Support field.</p> <p>Experience of case management</p> <p>Knowledge of working with legislation in relation to Care and Welfare matters, Welfare benefits, Social Fund Claims, and Benefit for Carers</p> <p>Knowledge and awareness of good practice in respect to Safeguarding</p>	Application Form and Interview

Job related Skills	<p>Ability to communicate effectively with customers and colleagues.</p> <p>Good organisational, administration and IT skills.</p> <p>Self-motivated, positive, able to work under pressure and confident in decision making</p>	<p>Ability to contribute confidently to group discussions.</p> <p>Excellent interpersonal skills.</p>	<p>Application Form and Interview</p>
Other	<p>Willingness to work outside of normal office hours when required.</p> <p>Committed to continuous improvement.</p> <p>In possession of a full UK driving licence.</p>	<p>Knowledge of Health, Safety, Quality and Environment Standards and regulations.</p> <p>Ability to deal with diversity amongst customers and meet their needs effectively</p>	<p>Application Form and Interview</p>
Language	<p>Fluent in spoken and written Welsh language</p>		<p>Application Form and Interview</p>