

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Supported Housing Team Assistant</b>
<b>RESPONSIBLE TO:</b>	Senior Supported Housing Officer
<b>DEPARTEMENT/ SECTION:</b>	Neighbourhood Services, Customers and Communities
<b>SALARY (£):</b>	G6

### MAIN PURPOSE OF THE JOB

To deliver the activities of the Supported Housing Service, ensuring the successful delivery of services to older customers in order to enable independent living and prevent homelessness.

Assist tenants to live in their local community as normal 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

To ensure that referred or identified cases of alleged abuse are dealt with promptly and according to Adra policy and procedures

### KEY RESPONSIBILITIES

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 provide relief cover at our Supported Housing sites in the event of absences, illness or leave.

To assist the Supported Housing Coordinator's and Tenancy Support Officers when required.

The following duties would be required when covering sites and assisting other officers.

- Be responsible for welcoming new tenants, guidance to use equipment in their home and provide information about the facilities in the scheme and the neighbourhood
- Provide day to day support to tenants, and monitor their Welfare, health and general wellbeing by means of face to face contact, Telephone or any other preferred means of contact.
- Update Contact tracker when required and ensure relief folder is up to date and accurate.
- Liaise with families and external agencies including hospital staff, Gp's, social workers etc
- In emergencies, e.g. if a tenant is ill, Shop or collect prescriptions etc with/for tenants, and call for any required service as soon as possible

- Ensure that all tenants have been risked assessed in line with the 'Herbert Protocol' principles in relation to their safety and wellbeing.
- Ensure that any safeguarding concerns are reported in accordance with Adra's safeguarding policy.
- Be familiar with the onsite emergency alarm system and ensure tenants have an overview of the system. To carry out 6 monthly checks and report any faults to the appointed company.
- Assist in arranging social activities and encourage and facilitate tenant commitment to community activities e.g. by arranging transport.
- Report any issues regarding defects on the site or building via the Call Centre.
- Monitor the cleaning of the site in accordance with the SLA contract and report any concerns.
- To setup and install emergency alarm systems and ensure correct paperwork is completed and scanned into system.
- Assist in the emptying of laundry facilities at various sites.
- To undertake phone calls and completing forms for the Tenancy Support Service when required.

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>Relevant Experience</b>	<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
<b>Job related Knowledge</b>	<p>Knowledge of assessing individual personal needs in a sensitive way.</p>	<p>Knowledge or experience of Health &amp; 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
<b>Job related Skills</b>	<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>	Application Form and Interview
<b>Other</b>	<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>	Application Form and Interview
<b>Language</b>	<p>Fluent in spoken and written Welsh language</p>		Application Form and Interview