

ROLE PROFILE

ROLE TITLE	Sheltered Housing Assistant
GRADE	London Grade 2
ACCOUNTABLE TO	Supported Housing Locality Manager
ACCOUNTABLE FOR	N/A
BUDGET RESPONSIBILITIES	N/A

JOB PURPOSE

The Sheltered Housing Assistant will work to deliver a high quality service including caretaking, property upkeep, safety and security to the residents and visitors of each Sheltered Housing scheme they are responsible for.

ACCOUNTABILITIES & RESPONSIBILITIES

List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.

1. Act as an initial point of reference for residents and their carers/families/visitors by offering twice weekly housing drop-in sessions in each scheme
2. Use company intranet, e-mail and other basic correspondence where appropriate and necessary
3. Meeting the requirements of health and safety policies and practices, undertaking health and safety inspections, estate inspections and completing site paperwork as requested
4. Reporting repairs in communal areas, and supporting residents to report repairs in their own homes.
5. Ensuring all security measures are in place and operational. Assisting residents to maintain the security of the property at all times.
6. Reporting incidents and anti-social behaviour to the Housing Management team, liaising with and supporting any action plans put in place.
7. Acting as a link between residents and Housing team, providing advice and guidance to residents as required.
8. To keep the reception area, entrance and fire exits clean and tidy
9. Effective recording of information
10. Implementing policies and procedures to ensure effective service delivery
11. Advise management promptly of any signs of problems or concerns

12. Reporting repairs to maintenance contractors by using appropriate systems.
13. Comply with the data protection act of 1998 (amended 2003)
14. Escalating ASB and tenancy-breach issues to the Housing team promptly
15. Patrolling the site to provide a visual presence and carry out Health and Safety checks
16. Ensure the scheme is safe and is kept secure by completing building checks, including checking doors and locks
17. Monitoring CCTV when required
18. Reporting and following up to ensure that communal repairs are reported and satisfactorily resolved
19. Dealing with emergencies in the buildings while on-site and following up emergencies that occurred when not on-site
20. Complete full reports for any incidents promptly and accurately.
21. Dealing appropriately with residents' complaints
22. Helping with the preparation of void properties for re-letting.
23. Welcoming new residents into the scheme, showing them around and where appropriate introducing them to other residents.
24. Monitoring general maintenance of the building and site presentation including car parks and bin areas.
25. Monitoring that vulnerable tenants are managing their tenancies referring to housing team as required.
26. Report any concerns about the site or tenants to housing management team.
27. Complete Health & Safety paperwork for the scheme in accordance with the organisation's procedures. This will include the testing of Emergency Lighting and Fire Alarm as well as Estate Inspections in partnership with the Housing Officer.
28. Sign-post local services and community resources that can benefit the residents
29. Sign-post local statutory services when a customer may be in need of care and support
30. During icy or snowy conditions the coordinating and/or laying grit may be required

TECHNICAL COMPETENCIES	
Education & Qualifications	<ul style="list-style-type: none"> • Good general standard of education.
Knowledge & Experience	<ul style="list-style-type: none"> • Reporting and quality assessing maintenance service • Being proactive • Information technology and multitasking • Being discrete and honest • Resolving problems quickly and efficiently • Being professional and responsible • Being courteous and helpful • Relating to diverse people from various background.

Skills & Abilities	<ul style="list-style-type: none"> • Good Microsoft office skills. • Good communication skills. • A disciplined, well-organised yet flexible approach to a demanding and varied workload. • Total integrity plus highly developed customer care and interpersonal skills. • Ability to learn and adapt to new process. • A demonstrable understanding and commitment to the values and organisational objectives of East Thames Group and commitment to equal opportunities and diversity.
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OTHER REQUIREMENTS	
Essential Car User	This role may require the post holder to hold a full UK driving licence and have access to a vehicle.
DBS	<p>This role requires the post holder to have close contact with children/vulnerable Adults</p> <p><u>Terms of reference</u></p> <p>Children – anyone under the age of 18</p> <p>Vulnerable adults – people with mental health needs, a disability of any sort, behavioural problems, older people and victims of abuse.</p> <p>Close contact – unsupervised access to the individual or access to sensitive records regarding the individual.</p>
Business Continuity	This role has not been identified as an Essential Business Continuity Role.
Evenings and Weekends	This role rarely requires the post holder to work occasional evenings and weekends.

L&Q VALUES – SHARED BY EVERYONE	
People	We care about the happiness and wellbeing of our customers and employees.
Passion	We approach everything with energy, determination and enthusiasm
Inclusion	We draw strength from our differences and work collaboratively.
Responsibility	We own problems and deliver effective, lasting solutions
Impact	We measure what we do by the difference we make.