



**HOUSING & CARE
ASSISTANT**

Extra Care

Job Description and Person
Specification

The Wrekin
Housing Group

The Wrekin Housing Group

Housing & Care Assistant

Responsible to: Assistant Housing & Care Manager

This is a broad outline of what is expected of the post holder: -

Key regulatory responsibilities and duties of the role:

Responsibilities:	Responsible to & Key legislation
Supporting with the Housing and tenancy management for 50-140 tenancies and 50-280 tenants (scheme dependant)	Regulator for Social Housing
Providing tenancy management support & associated support for over 250 hours of delivery per week	Care Quality Commission
Approximately 100-300 hours of care delivery (scheme dependant)	Health & Safety Executive
Maintaining the communal facilities for both internal and external customers, hosting or supporting events and ensuring a thriving café	Food Standards Agency
Ensuring the building compliance remains fully compliant at all times with building safety regulations and reporting any issues as and when they arise	Building Safety Act 2022
Reporting and recording any ASB concerns as required. Show rounds of properties to potential customers, supporting with sign-ups as required	Safeguarding Vulnerable adults act 2006
Signposting to housing benefit, council tax, money matters, supporting with any other financial related queries for customer as required	Fire Safety Act 2021 & Fire Safety Regulations (England) 2022
Supporting with tenancy meetings as required.	All individuals will be required to complete any training as deemed necessary in line with our regulatory bodies Social Housing Regulation Bill 2023

Key Objectives:

- To play a key part of the onsite team in the delivery of an excellent tenant focused service and assisting in the delivery of the full range of housing management activities.
- To welcome residents, family members and all external visitors to the Group premises, ensuring all customer requests are dealt with efficiently. Take incoming phone calls; deal with queries and liaise with team members and customers.

- To assist customers who wish to register on the Groups letting system and to assist in booking and coordinating viewings for potential customers.
- To assist in carrying out wellbeing assessments for our customers, monitoring any concerns and reporting these accordingly.
- To assist customers in reporting and recording of Anti-Social Behaviour.
- To support the on site management team in the monitoring and reporting of any Health & Safety checks in accordance with the guidance.
- To provide care and support services of the highest quality that enables tenants to live independently in their own home.
- To work within the Groups regulatory standards and the standards that are set out and regulated by the Care Quality Commission.
- To work as team in providing outstanding customer service and housing management service to tenants and visitors and contribute towards creating a vibrant community within the ShireLiving Scheme.
- To ensure that all communal areas are cleaned and are kept and free from hazards and any health and safety concerns are reported

GENERAL RESPONSIBILITIES:

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
 - Safeguarding
 - Confidentiality and Data Protection
 - Food Safety
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

Customer Service

- To be responsible for ensuring that tenants and visitors receive excellent customer services at all times.
- Work as part of a team to plan, organize social activities and events for tenants to take part in and enjoy.
- To carry out welfare checks to tenants and assist with administrative task. To assist and advice on health equipment or telecare that can assist with independence and wellbeing monitoring. (Falls pendants, bed sensors, vibrating smoke detection)
- To assist the catering team with front of house activities and food preparation.
- To work positively to resolve customer requests for service, reporting complaints, taking responsibility for ensuring that they are kept fully informed about progress.
- To provide information and advice to customers on all aspects of services delivered in the ShireLiving Scheme.
- Report any concerns of potential abuse of a service user in line with The Group's Safeguarding Policy.
- Complete any necessary paperwork in relation to incidents that occur and update systems accordingly.
- To assist the Service Manager to deliver a compressive housing management service, income management, management of empty homes and the dealing with any tenancy management and anti-social behaviour

Cleaning of Communal Areas

- To clean all areas of the building as deemed appropriate, including (but not exclusive to) empty properties before re-letting, communal rooms, kitchens, bathrooms, bedrooms, offices, corridors, toilet areas, halls, meeting rooms and guest suites
- To safely operate electrical cleaning equipment in designated areas when required
- Regularly sanitizing and wiping all touch points, edges and ledges

Care and Support

- To develop respectful and trusting relationships with tenants to encourage them to express their needs, views and concerns.
- To respect a tenant's right to privacy and ensure that their dignity is maintained at all times.
- To be flexible and responsive to the needs of tenants as directed by their individual

care plan

- To advise and support tenants in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home
- To enhance the confidence and coping abilities of tenants through encouragement and positive feedback
- To assess the needs of tenants and keep all relevant parties informed about the well-being of tenants through monitoring and reporting, noting any changes in health and social circumstances.
- To provide all aspects of personal care including but not limited to toileting, washing, bathing, dressing and assistance with the preparation of meals, drinks and snacks and ensure that this is accurately recorded in the care plan.
- To respond to planned and emergency care. This will also include responding to emergencies and calls for assistance made by tenants/customers via the alarm system and provide the most appropriate form of assistance/care.
- At all times treat all tenants/customers with dignity and respect and recognise any individual requirements associated with race, culture, religion, health and well-being.
- To update care/support plans and ensure the appropriate administrative systems are used.
- To assist tenants /customers in maintaining their independence, by encouraging their involvement in decisions affecting all aspects of their life and encourage involvement in scheme and community based social and leisure activities.
- To offer and respond to requests from tenants for additional 'lifestyle services' which includes but is not limited to, laundry, befriending, shopping, accompanied health appointments.
- To report all concerns regarding a tenants/customer's health and/or well-being in line with policy and procedure.
- To actively engage with tenants, families and other agencies to ensure care delivery is person-centred and there is clear communication.
- At all times work in accordance with any regulatory standards or regulations relating to the provision of care.

THE WREKIN HOUSING GROUP

PERSON SPECIFICATION HOUSING AND CARE ASSISTANT

QUALIFICATIONS:

- A commitment to work towards any qualifications as required by the role
- GCSE (A-C) in Maths and English or equivalent
- Excellent written and verbal communication skills are essential

KNOWLEDGE, SKILLS AND EXPERIENCE:

Essential

- Experience of or understands the needs of older/and or people with disabilities or complex care and support needs around dementia and end of life care
- Experience of or an understand of Health and Safety when delivering care
- Good communication, literacy and numeracy skills
- Effective interpersonal skills and ability to work as part of a team
- Ability to work unsupervised and follow policies and procedures
- Ability to remain calm and use initiative in an emergency
- Ability to be responsive to other people's needs
- Demonstrate positive attitudes towards the rights of vulnerable people
- Willingness to work flexibly according to the needs of the service and residents
- Embrace Equality and Diversity
- Basic IT skills

Desirable

- Experience of working with vulnerable adults in a care and /or support role
- Experience of individual care planning/personal care role

- Experience in providing housing related support to vulnerable people
- Experience of cleaning and carrying out domestic tasks
- Experience in managing a household budget

COMPETENCIES:

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share Information.

OTHER:

- Job holder will be required to work shift patterns, weekends and public holidays and have a willingness to work outside of normal working hours in an emergency
- Full UK driving license is desirable but not essential
- To work at other locations when required
- Minimum age of 18
- Enhanced DBS will be required