



ROLE **PROFILE**

JOB TITLE: Extra Care Scheme Housing Assistant

REPORTING TO: Extra Care Scheme Manager

TEAM: Neighbourhoods

JOB OVERVIEW

To deliver flexible, person centred, housing related support to tenants residing in the Extra Care scheme Schemes.

With a focus on tenant wellbeing, you will empower tenants to maintain or improved their independence by providing a supportive and responsive housing management service, delivering health and wellbeing activities and signposting and/or supporting tenants to access external specialised support services when needed.

You will directly support tenants to manage or maintain their own tenancies whilst ensuring buildings are safe; performing safety compliance checks in buildings and tenants' homes.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.



ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

Compliance

- Ensuring the safety of tenants and buildings by carrying out scheduled scheme specific health and safety checks; fire alarm testing and building safety checks in accordance with Health and Safety Regulations.
- Completing an annual tenant fire risk assessment, working with the tenant to identify any risks, and liaising with relevant internal or external partners to put in place any risk management controls to minimise risk.

Building Management

- Carrying out building safety checks to ensure the adequate maintenance, appearance and cleanliness of the building and facilities.
- Ensuring the working functionality and performance of tenants' emergency call system by completing quarterly testing checks.
- Identifying any actual or potential building safety risks such as fire safety, general security issues or infection control risks, ensuring appropriate escalation to the Scheme Management Officer so action can be taken to minimise and manage risk effectively.
- Maintaining the safety and security of the building, including the safe management of keys, ensuring emergency services are able to access schemes as and when required.
- Identifying, reporting and monitoring the progression of scheme repairs to satisfactory completion.
- Monitoring scheme supplies, monitoring usage, and ordering new supplies as required.
- Carrying out reception duties.
- Reporting any concerns regarding contractor performance within the scheme, in relation to: cleaning, catering, grounds maintenance, repairs and maintenance to the extra care scheme manager.

Tenancy Management

- Adhering to the voids, allocations and lettings process in accordance with ForHousing's policies and procedures which includes;
 - Carrying out pre- and post-void inspections.
 - Supporting the Extra Care Scheme Manager to let properties in a timely manner and minimise void times to meet organisational targets.
 - Accompanying prospective new tenants on visits to view any properties, ensuring this is prioritised to minimise any void period.
 - Fully completing all required pre-tenancy and tenancy sign up documentation ensuring information is uploaded and recorded on housing management systems.

- Sensitively dealing with low level anti-social behaviour and tenant disputes, escalating to the Extra Care Scheme Manager where required.

Tenant Support

- Co-producing a personalised housing related support and wellbeing plan with tenants, that focuses on their strengths; identifying any potential risks and ways to minimise these. Supporting tenants to maintain or achieve greater independence through coaching and enablement.
- Continuously monitoring and reviewing the needs of tenants with a formal wellbeing review being completed annually.
- Carrying out daily welfare checks of tenants where this is required.
- Being responsive in the event of an emergency.
- Being the first point of contact for all tenant, family, contractor and visitors enquiries to the scheme, providing advice and assistance, taking ownership until a satisfactory outcome.
- Encouraging feedback from tenants, recording and responding to any initial dissatisfaction to ensure a quick resolution or remedy is identified and actioned.
- Ensuring any safeguarding concerns are dealt with promptly, in line with organisational policy & procedures and appropriate action is taken.
- Engaging with external agencies to ensure wellbeing concerns are addressed in a timely manner, including liaising with hospitals, arranging welfare benefit or GP appointments, contacting Statutory Services and social care support providers as required.
- Co-producing, delivering and coordinating a programme of activities (both on and outside the scheme) that promotes positive health, wellbeing and social inclusion.
- Supporting the Extra Care Scheme Manager to arrange and deliver regular tenants' meetings to facilitate feedback, support the delivery and development of scheme activities and consider ways to encourage community involvement.
- Supporting tenants using an enablement approach that will encourage and support independence such as reporting own repairs, using other self-serve digital services, identifying aids, adaptations or assistive technology to increase independence.

General Administration

- Maintaining general administration systems, both computerised and manual. Assisting with the maintenance of records, including dealing with sensitive personal data.
- Being responsible for the setting up of new suppliers, ordering of goods, raising purchase orders, payment of invoices and maintaining efficient stock control processes.



- Ensuring that the concessionary TV licence process is managed effectively, applications are completed within required timeframes, and required income received.

Other duties:

- Developing and maintaining positive working relationships with on-site contractors, social workers and health professionals
- Maintaining close liaison and communication with Extra Care Manager keeping them informed of any current or potential scheme or tenant concerns to ensure any risks are identified and managed appropriately.
- Working flexibly to meet service needs which will include participating in a weekend rota.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- All colleagues are responsible for ensuring that the data that we hold about customers, properties, and any other relevant services in corporate systems is collected, regularly checked for accuracy, and used for the purposes stated. Accurate, good quality data is critical to providing person-centred customer service. This also includes recording all customer and property interactions
- We all have a responsibility to escalate safety or any other concerns and share those raised to us by tenant, stakeholders, or other colleagues. Managers and leaders must take seriously and act appropriately on any concerns raised to them





- From time to time you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • Good level of education (e.g. to GCSE standard in Maths and English) • Current First Aid Training Certificate (Desirable) • NVQ level 2 qualification in social care or similar (Desirable) • Hold or be working towards a recognised housing qualification 	AF AF AF/QC AF
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working within a customer focussed environment. • Extensive experience of the use of Microsoft office software in particular Office 365. • Experience of working with and supporting older people and / or people with additional needs and/or dementia • Understanding of the current welfare benefit system. • A working knowledge of health and safety / fire responsibilities • To identify and manage any identified risks, escalating as and when required • Understanding of safeguarding responsibilities. • Proven working knowledge of tenancy management (Desirable) • Experience of assessing a persons needs and developing a customer focused support plans (Desirable) • Experience of sustaining effective partnership working. 	AF/I AF/I AF/I/T AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Understanding of physical and mental health needs, the impact on wellbeing and how to promote independence. • Effective communication skills both verbal and in writing • Good planning and organisational skills • Ability to show initiative, work alone and also be part of a team • Experience of working under pressure/problem solving • To have attention to detail • To engage with customers to develop and deliver a range of social inclusion activities 	AF/I/T AF/I/T AF/I/T AF/I AF/I/T AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> • Demonstrates a commitment to provide high-quality, person-centred support to customers • Adapts positively to change and changing priorities. • Understanding and adherence to professional boundaries. • Adopts a flexible approach to meet the requirements of the service and the diversity of our customers • Experience of dealing with bereavement and loss (Desirable) 	AF/I AF/I AF/I AF/I
Other	<ul style="list-style-type: none"> • Satisfactory DBS clearance 	AF/I

