

**ROLE PROFILE**

**JOB TITLE: HOUSING ASSISTANT**

**LOCATION: OBAN**

**CONTRACT TYPE: PERMANENT**

**REPORTING TO: PROJECT MANAGER**

**HOURS PER WEEK: 35**

**SALARY SCALE: £17,010 - £17,276**

**PURPOSE OF THE JOB**

The Housing Assistant will provide a housing management service to vulnerable service users, ensuring that they are enabled to maintain their tenancy/occupancy of the building during their stay. You will also be able to identify any support needs and liaise with council staff and/or other statutory agency or voluntary organisations.

**OUR VALUES**

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

* Being people focused
* Integrity
* Quality
* Going the extra mile.

**MAIN DUTIES AND RESPONSIBILITIES**

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| 1. | To assist the project management team in providing a quality service to service users within the project; |
| 2. | To identify, on a day-to-day basis, and report on repairs and maintenance requirements; |
| 3. | To monitor and manage anti-social behavior; |
| 4. | To ensure that minimum standards of health, safety and hygiene are established and maintained in all communal areas, both internal and external to building. This includes regular cleaning duties and flat preparation; |
| 5. | To maintain appropriate recording procedures for all issues relating to the operation of the service, including financial transactions, incident reports, building repairs, etc; |
| 6. | To consult regularly with service users on possible developments and/or changes in service delivery and devise and operate systems and structures which both promote models of good practice and encourage service user comment; |
| 7. | To provide a contact point in the event of emergencies, reporting to the Project or on call Manager |
| 8. | To liaise with work colleagues and any other professionals and agencies involved in the provision of the support function to the service users; |
| 9. | To provide assistance to enable service users to pay their accommodation and service charges, including the registering of all benefit applications; |
| 10. | To undertake regular inspections of the building for the purpose of coordinating cyclical or remedial repairs. This will result in the undertaking of minor repairs and/or appropriate redecoration, together with giving access to and supervising the work of trades-people as required; |
| 11. | To provide a housing management service to service users, ensuring that they understand their rights and responsibilities and meet the conditions of their occupancy agreement; |
| 12. | To monitor and supervise service users' behaviour in maintaining the health, safety and security of the accommodation and to prevent damage to the property |
| 13. | To participate in staff supervision and performance management processes, meeting on a planned basis with the line or project Manager; |
| 14. | To attend team meetings as directed by the line or project Manager; |
| 15. | To attend training courses as directed by the line or Project Manager; |
| 16. | To undertake any other reasonable duties as delegated by the line or Project Manager; |
| 17. | To work in accordance with the emergency referral protocol and be the contact point for out of hours referrals and assist with the admission of all service users. |

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| **Person Specification - Housing Assistant** | | |
| **Criteria** | **Essential** | **Desirable** |
| Qualifications / Education | * Sound literacy & numeracy skills | * First Aid certificate * SVQ 2 in social care |
| Knowledge | * General Maintenance | * Expectations of residential work * Issues facing homeless people * An awareness of addiction issue |
| Experience | * Team working * Working with challenging behaviour * Working anti-social hours | * Working in a residential setting * Working with homeless/vulnerable people |
| Skills/Abilities | * Effective written and verbal communication * Effective computer skills * Appropriate assertiveness * Ability to work under pressure * Ability to interact with people in an appropriate and positive way |  |
| Personal Qualities | * Calm friendly personality * Energy, enthusiasm, self-motivation * Empathy and patience * Values consistent with social care |  |
| Personal Circumstances | * Ability to work shifts & weekends * Ability to work within a 2 storey building |  |

**TERMS AND CONDITIONS SUMMARY FOR CANDIDATES**

The following terms and conditions are typically offered to Association staff on fixed term and permanent contracts and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

**Probationary period** 6 months with a review at 3 months.

**Annual leave** 20 days’ annual leave plus 10 public holidays per annum (pro rata for part time staff and those working less than a year)

**Pension** Contributory pension scheme. The Association contributes 3% of gross basic salary and the staff member contributes 5%.

**Life assurance** 3 times basic annual salary payable on death in service.

**Sick pay** Nil pay (other than statutory) for the first 3 months. It then increases to 5 weeks’ full pay and 5 weeks’ half pay between 3 months’ and 1 years’ service; 10 weeks’ full pay and 10 weeks’ half pay between 1 and 3 years’ service; and 26 weeks’ full pay for more than 3 years’ service.

**Employee assistance** Free access to a counselling helpline, as well as face-to-face/online counselling or cognitive behavioural therapy sessions.