

<b>Job Title:</b> Housing Support Assistant	<b>Salary:</b> £21,840 per annum
<b>Department:</b> Customer Experience	<b>Working Hours:</b> 35 hours Mon-Fri
<b>Location:</b> Gowanlea Court, Coldstream, Boston Court, Duns & Linkim Court, Eyemouth	<b>Date:</b> May 2024
<b>Reports to:</b> Housing Support Officer	<b>Responsible for:</b> N/A
<b>Important Internal Relationships:</b>	<b>Important External Relationships:</b>

## **PURPOSE OF THE ROLE**

To deliver a high quality support service within Independent Living schemes.

The principal purpose of the role is to support people we work for to live in their own home and to promote their independence at all times. Uphold the wishes, choices and preferences of the people we work for and encouraging them to maintain skills, interests and activities.

The post holder is responsible for liaising with Social Work, Health Care, Repairs and Neighbourhood Services on void management and identification of suitable pre allocation needs assessments leading to offer and allocation of a tenancy.

To support people we work for to sustain their tenancy, live well and longer independently within their home. This will require collation of wellbeing assessments evidencing positive outcomes for customers we serve.

Promote social interaction and support to maintain links with friends, groups, relatives, neighbours and wider community. Liaise with other colleagues and various external agencies.

Keeping records up to date, factual and relevant taking into account Data Protection and GDPR.

Tasks will vary depending on the support and reablement needs of the individual.

## **KEY REQUIREMENTS**

Managing and delivering a generic housing management service alongside a support service to the residents within the Court. This includes the following:

- Allocations & Void Management
- Estate Management
- Rental Income Collection and Income Maximisation
- Anti-Social Behaviour and Neighbour Dispute Resolution

- Tenancy Service Requests
- Customer Satisfaction
- Engaging with All Customers and completing regular insight/profiling
- Organising and facilitating caried social events

## **KEY RESPONSIBILITIES**

- Contact with customer through calls, visits, meetings (upon request)
- Use Alertacall technology to assist with service and following up any concerns reported by Alertacall
- Liaising with relatives where appropriate
- Liaising with pharmacist & GP in relation to prescriptions. Picking up and delivering emergency prescriptions.
- Preparing a personalised tenancy support plan where required (wellbeing/outcome star)
- Liaising with Customer Experience in relation to repairs (customers and communal) Tenancy Support, Community Initiatives and any other appropriate issue
- Ensuring rent accounts are up to date
- Dealing with neighbourhood disputes having support from colleagues if required
- Liaise with external agencies e.g. social work, care companies/providers
- Arranging varied social events within court and externally. Escorting tenants to social events and promoting participation
- Keep accident/incident records and informing Housing Support Officer on occurrence
- Monitoring telecare systems to identify vulnerability or deterioration in people we work for health and wellbeing.
- Ensuring tenants personal files and emergency contacts are up to date informing out of hours service and Alertacall when changes are made
- Support and advice of food preparation and storage
- Carry out fire safety checks and ensure equipment up to date
- Carry out and Health & Safety Checks as required
- Carry out Estate Management checks across the Courts, liaising with Contractor and colleagues in relation to any points of concern.
- Sign post to other services (meals, cleaning, care etc.)
- Manage letting of guest bedrooms, collecting payments, banking & recording
- Carry out emergency basic shopping for tenants
- Ensure the security of the building – referring to CCTV upon request from Police Scotland
- Attend on emergency when required
- Keep up to date with current legislation and related internal policies & procedures.

- Provide administration support to the Housing Support Officer
- Provide general advice on Housing Benefit and other rental issues – refer to Tenancy Support Managers if required.
- Provide signposting and advice to tenants who want to access any other internal or external service.
- Give advice and information on housing enquires in line with approved policies and procedures.
- Ensure safekeeping, dispatch and return of keys for Association properties
- Any other relevant duties as specified by line manager
- Attend training events when required
- Cover other Courts when required

## Competencies

### Teamwork

1. Contribute to the overall success of Team BHA through effective collaboration and understanding of needs across the organisation.
2. Provide cover to other Independent Living complexes when required

### Organisational Expectations

1. Be a role model for BHA.
2. Ensure that BHA complies with all statutory and regulatory requirements.
3. Promote the values of BHA at all times.
4. Demonstrate full commitment to equality, diversity and inclusion.
5. Make best use of resources and ensure value for money.
6. Full compliance with all BHA policies and procedures.
7. Identify, mitigate and manage risks.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience and Qualifications</b> <ol style="list-style-type: none"> <li>1. Undertake mandatory training in manual handling, food hygiene, health &amp; safety, telecare systems, dementia awareness and protection of adults at risk</li> <li>2. A sound value base in respect of the rights of people who are vulnerable and/or have a disability. Have full commitment to these individuals being at centre of decision making around their life as far as possible</li> <li>3. Relevant Housing qualification</li> <li>4. Previous experience of similar type work</li> </ol>	 ✓  ✓    	    ✓ ✓
<b>Knowledge</b> <ol style="list-style-type: none"> <li>1. Understanding of health and safety</li> </ol>	✓	

<ul style="list-style-type: none"> <li>2. Interest and a basic understanding of Independent Living</li> <li>3. Awareness of regulatory frameworks and performance standards for areas of business within which the Group operates</li> </ul>		<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>
<p><b>Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>1. Comfortable to work on own initiative and without supervision</li> <li>2. Good attention to detail</li> <li>3. Able to work within and contribute to a team as well as being motivated to work on own</li> <li>4. Openness to change and critically assessing own performance</li> <li>5. Possess a naturally caring nature and good motivational skills</li> <li>6. Confidential, trustworthy, reliable and honest</li> <li>7. Driving Licence and use of own car</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<p><b>Communications Skills</b></p> <ul style="list-style-type: none"> <li>1. Good personal manner, including telephone answering and dealing with face-to-face situations</li> <li>2. Ability to deal with confrontational situations in a calm manner</li> <li>3. Courteous, effective and professional personal manner in all situations</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	