**BIELD HOUSING AND CARE**

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| **POST TITLE** | Assistant, Retirement Plus |
| **RESPONSIBLE TO** | Manager: Retirement Plus |
| **RESPONSIBLE FOR** | Not Applicable |
| **Contacts** | |
| **Internal** | Tenants, Manager and other locally based employees, casual workers and volunteers. Area Service Team, Housing Allocations Team, Tenancy Sustainment Team, Asset Management Team and colleagues in Care Services, HR, Finance, ICT and Strategic Support Services. |
| **External** | Contractors, Visitors to Development and others acting on behalf of tenants/residents, local residents and community groups |

**PURPOSE OF POST**

To contribute to the delivery of a localised meals service by:

- Undertaking a range of duties which ensures the development maintains a high level of cleanliness within all common areas of the building.

- To be involved in the preparation and delivery of a flexible meals service to tenants in accordance with food safety and service standards.

- Providing general assistance to tenants on issues relating to the development and to their Tenancy Agreement.

**MAIN DUTIES OF THE POST**

**Cleaning**

- To maintain a high level of cleanliness within all common parts of the building and in accordance with service standards.
- To undertake periodic cleaning tasks within all common parts of the development building.
- To undertake cleaning tasks of void properties as directed by the Manager or Deputy Manager.
- To undertake periodic external cleaning tasks to ensure pathways are safe and common areas are clear of debris as directed by the Manager or Deputy Manager.

**Property Maintenance and Security**

- To be fully familiar with the use of development systems and equipment, and to assist the Manager to carry out and record regular checks and testing as per Bield's procedures and timescales.
- To respond to property emergencies and take appropriate action when the Manager or Deputy Manager is unavailable, off duty or as directed.
- To be responsible for the security and safety of the building when the Manager or Deputy Manager are off duty, in accordance with policies and procedures.

**Allocations and Void Management**

- As required, to assist the Manager or Deputy Manager to undertake void inspections and monitor the progress of repairs to ensure they are completed within Bield's service standards.
- As required, to provide accompanied views with all prospective tenants and to offer general advice and information with regard to the property and development based service.
- To provide general advice and information to members of the public on all aspects of the Bield's housing and support services.

**Tenant Engagement**

- To provide general advice and assistance to tenants whilst on duty and to report any areas of concern to the Manager or Deputy Manager.
- To support the Manager or Deputy Manager to encourage the use of the communal facilities by tenants, interested local residents, community groups and/or Bield volunteers.
- To provide assistance to tenants, volunteers and other agencies to set up the communal area to ensure it is safe, clean and secure for the appropriate activity.

**Meals Service and Food Preparation**

- To be involved in the preparation of meals including heating prepared meals and preparing simple dishes from fresh ingredients.
- To ensure that environmental health standards are maintained with regard to food preparation and kitchen hygiene.
- To arrange the dining room for mealtimes, light refreshments and clear away afterwards.
- To serve meals to tenants in a dining room
- To enable tenants to participate in the meal service by assisting them to and from the dining room or delivering meals to their flats, as directed.

**General**

- To be part of a small team responsible for the provision of services.
- To participate in team meetings and training as required.
- To work in accordance with Bield policies, procedures and guidelines including the Supported Housing Procedures Manual and the Health & Safety Manual.
- To undertake any other duties as directed by the Manager or Housing Officer.

**April 2017**

**PERSON SPECIFICATION**

Job Title : Assistant, Retirement Plus Date : April 2017

| | Essential/ Desirable |
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| **1. Skills / Abilities** | |
| This section specifies the skills and abilities the postholder must have to perform satisfactorily. | |
| An interest in working with older people and an understanding of their needs. | **Essential** |
| Communication skills to be able to effectively assist older people, deal with callers to the Development and work with other team members. | **Essential** |
| Ability to assist with food preparation of a meal where guidance is provided and the ability to heat a prepared meal or prepare a simple evening meal. | **Essential** |
| Ability to maintain high standards of cleanliness and hygiene within the common areas of the development. | **Essential** |
| Ability to calmly and appropriately respond to calls for assistance including occasional emergency situations i.e. fire alarm sounding, flood within the development. | **Essential** |
| Ability to follow simple procedures involving development equipment. | **Essential** |
| Ability to work without supervision. | **Essential** |
| Ability to maintain confidentiality. | **Essential** |
| **2. Experience** | |
| Work Experience in a similar post is desirable, it is not essential as the above skills and abilities are of high importance and induction and training will be provided. | **Desirable** |
| Experience of working with older people. | **Desirable** |
| **3. Education / Qualifications** | |
| This section specifies the qualifications that are essential to perform effectively in the post. | |
| REHIS Elementary Food Hygiene | **Desirable** |
| **4. Other** | |
| This section specifies other factors which may be necessary, eg. the ability to work unsocial hours or the need to work within a particular ethos. | |
| Ability to work in accordance with Bield's Statement of Values, Policies, Procedures and Guidelines. | **Essential** |
| A flexible approach to undertaking a range of tasks and contribution to the provision of a high standard of service. | **Essential** |
| Time flexibility to cover for occasions when other staff are on holiday or attending training etc. | **Essential** |

**5. Equal Opportunities**

This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and Codes of Practice.

**6. Contra-indications**

This category specifies any factors which would automatically exclude a candidate, ie. no-one without a current driving licence could be considered for a job as a driver.