

Post Title	General Assistant: Independent Living				
Service	Levenmouth Hub				
Department	Customer Experience				
Reporting Manager:	Independent Living Co-ordinator Independent Living Assistant Co-ordinator (day to day supervision)				
Direct Reports:	None				
Developments	Development	Location	Type of Service	No of Properties	Meals Service
	Anderson Court	Leven	RH	24	No
	The Knowe	Kennoway	RH	21	No
	Carlow Court	Leven	RHWM	28	Yes
	Braehead Gardens	Buckhaven	RHWM	37	Yes
	Hawkslaw Gardens	Leven	Amenity	12	No

Independent Living Approach

Our independent living approach provides specialist housing for older people and in some locations a meals service. Our local teams provide comprehensive locally based support to improve tenant well-being, financial independence, enhance tenants' personal safety, ensure tenancy sustainment, and promote a positive living environment. Everyone who works for Bield is expected to adopt and apply our Independent Living Principles to their daily work and interactions with others.

Purpose of Job

- To contribute to the delivery of service, within each of the services in the local hub by:
 - Maintaining a high standard of cleanliness within all common areas of the development.
 - Supporting the preparation and delivery of a flexible meals service in line with food safety and service standards, whilst working with services with meal provision.
 - Providing general advice and assistance to tenants on matters relating to their tenancy and the development.
 - Working flexibly across all developments within the local hub in line with service needs, ensuring continuity and consistency for our tenants.

Key Accountabilities:

Cleaning

- Maintain cleanliness within all common areas of the development in line with service standards.
- Undertake periodic cleaning tasks within communal areas.
- Clean void properties and guest rooms as required.
- To assist with cleaning tasks within our meal service kitchens.
- Carry out periodic external cleaning tasks, ensuring pathways and shared spaces are safe and clear of debris.

Property Maintenance and Security

- Be fully familiar with development systems and equipment, assisting the Independent Living Assistant Co-ordinator to carry out and record checks as per Bield procedures.
- Respond to property emergencies and take appropriate action in line with policies and procedures in the absence of more senior colleagues.
- Ensure the security and safety of the building when the Independent Living Co-ordinator or Assistant Co-ordinator, in line with policies and procedures.

Allocations and Void Management

- Support with void inspections and monitor repair progress to ensure timely completion.
- Provide accompanied viewings for prospective tenants, offering information about the development and Bield's services.
- Provide general advice to the public on Bield housing and support services.

Tenant Engagement

- Provide advice and assistance to tenants, escalating concerns to senior colleagues as required.
- Helping connect tenants to community resources, including clubs, charities and offerings from other organisations.
- Support initiatives that encourage use of communal facilities by tenants, local residents, volunteers, and community groups.
- Assist in setting up communal areas for activities to ensure safety and cleanliness.

Meals Service and Food Preparation

- Support meal preparation, including heating pre-prepared meals and preparing simple dishes when required.
- Ensure compliance with food hygiene and environmental health standards.
- Arrange dining areas for mealtimes and refreshments, serving meals and clearing afterwards.
- Support tenants participation in mealtimes, including assistance to/from the dining room or meal delivery to flats.

General

- Work as part of a small team delivering services to tenants across one of our Hub areas.
- Participate in training and team meetings as required.
- Adhere to Bield policies, procedures, and guidelines, including the Customer Experience Staff Operational Manual and Health & Safety Manual.
- Provide flexibility to cover in other nearby Bield developments when required to ensure continuity of service.
- Any other reasonable duties as assigned by your Independent Living Assistant Co-ordinator, Supervising Member of Staff, or other senior manager within Bield.

Health and Safety

Bield Housing and Care is committed to ensuring that we have a safe and healthy workplace for everyone. All employees are required to take reasonable care of their own safety and the safety of others affected by their actions. Everyone is expected to comply with all aspects of our Health and Safety Policy including participation in training as requested.

Equality and Diversity:

Bield Housing and Care promotes a workplace that is inclusive and diverse, as a member of staff we would expect you to treat people fairly in a non-discriminatory manner and equally you should be treated in a way that is fair, respectful and non-discriminatory.

**Person Specification:
Experience.**

Criteria	Level
Relevant work, volunteering experience in a similar type of role.	Desirable
Having the right skills, experience and a genuine interest in working with older people is more important than your work or education experience. A supportive team and induction process will help you settle into a new role and develop into the role.	
Experience of working with older people	Desirable

Knowledge, Skills and Behaviours:

Criteria	Level
An interest in working with older people and an understanding of their needs.	Essential
Communication skills to be able to effectively assist customers, callers to the development and work with colleagues.	Essential
Ability to assist with food preparation, where guidance provided, and the ability to heat a prepared meal or prepare a simple evening meal.	Essential
Able to maintain high standards of cleanliness and hygiene in the communal areas.	Essential
Able to respond calmly and appropriately in an emergency situation in the development.	Essential
Ability to organise and prioritise workloads	Essential
Ability to understand and follow standard policies and procedures	Essential
Ability to maintain confidentiality, professional boundaries and to work on own initiative.	Essential
Digital skills that mean you are confident using common software like word or excel, using email and internet and navigating or using other simple computer systems, with support and guidance.	Desirable

Education and Qualifications:

Criteria	Level
REHIS Elementary Food Hygiene (or equivalent)	Desirable
SVQ Level 2 in housing or social care	Desirable

Service Specific / Contra Indicators:

Criteria	Level
To have a genuine interest in, and an open flexible approach to, the promotion of excellent standards of care for older people.	Essential
A valid UK Driving Licence and access to a roadworthy vehicle insured for business travel	Desirable
To be able to work over a shift rota including days, evenings, and weekends.	Essential
To be willing to participate in training and travel to attend training/meetings as required.	Essential