



BIELD HOUSING AND CARE

POST TITLE Retirement Housing Assistant

RESPONSIBLE TO Retirement Housing Manager

RESPONSIBLE FOR Not Applicable

Internal Tenants, Retirement Housing Manager, Area Service Team Staff, CAT Staff, Asset Management Staff, Tenancy Sustainment Staff, Care Services, BR24 Staff, HR and Finance Staff

External Contractors, Visitors to Scheme and others acting on behalf of tenants/residents, local residents and community groups

PURPOSE OF POST

To support the Retirement Housing Manager to deliver a localised retirement housing service by :

- Undertaking a range of duties which ensures the scheme maintains a high level of cleanliness within all common parts.
- Providing general assistance to tenants on issues relating to the scheme and to their Tenancy Agreement.
- To provide cover in the absence of the Retirement Housing Manager.

MAIN DUTIES OF THE POST

Cleaning

- To maintain a high level of cleanliness within all common parts of the scheme building and in accordance with service standards.
- To undertake periodic cleaning tasks within all common parts of the scheme building.
- To undertake cleaning tasks of void properties as directed by the Retirement Housing Manager.

- To undertake periodic external cleaning tasks to ensure pathways are safe and common areas are clear of debris as directed by the Retirement Housing Manager.

Property Maintenance and Security

- To be fully familiar with the use of scheme systems and equipment, and to assist the Retirement Housing Manager to carry out and record regular checks and testing as per Bield's procedures and timescales.
- In the absence of the Retirement Housing Manager, to liaise with Contractors relating to maintenance and planned service works within the scheme.
- To respond to property emergencies and take appropriate action when the Retirement Housing Manager is unavailable, off duty or as directed by the Retirement Housing Manager.
- To be responsible for the security and safety of the building when the Retirement Housing Manager is off duty, in accordance with policies and procedures.

Allocations and Void Management

- In the absence of the Retirement Housing Manager, to offer advice and support to tenants and their families on Bield's termination of tenancies procedures.
- As required, to assist the Retirement Housing 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 scheme 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 Support

- To provide general advice and assistance to tenants whilst on duty and to report any areas of concern to the Retirement Housing Manager.
- To support the Retirement Housing Manager to encourage the use of the communal facilities by tenants and interested local residents and/or community groups.
- 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.

General

- To be part of a small staff team responsible for the provision of services.
- To participate in staff 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 Retirement Housing Manager or Housing Officer.

PERSON SPECIFICATION

Job Title : Retirement Housing Assistant

Date : December 2011

	Essential	Desirable
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. Communication skills to be able to effectively assist older people, deal with callers to the Scheme and work with other team members. Ability to maintain high standards of cleanliness and hygiene within the common areas of the scheme. Ability to calmly and appropriately respond to calls for assistance including occasional emergency situations i.e. fire alarm sounding, flood within the scheme. Ability to follow simple procedures involving scheme equipment. Ability to work without supervision. Ability to maintain confidentiality.	✓ ✓ ✓ ✓ ✓ ✓ ✓	
2. Experience Relevant work and other experience. Specify quality and level rather than time period. Although relevant experience in a similar post is desirable, it is not essential as the above skills and abilities are of high importance. Induction and training will be provided. Experience of working with older people.	✓	✓
3. Education / Qualifications This section specifies the qualifications that are essential to perform effectively in the post.		
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. A flexible approach to undertaking a range of tasks and contribution to the provision of a high standard of service. Time flexibility to cover for occasions when other staff are on holiday or attending training etc.	✓ ✓	✓
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.		