

Conditions of Service and Job Description



April 2019

RELIEF SCHEME ASSISTANT

LOCATIONS:	Millar House, Melrose / Oakwood Park, Galashiels / Frank Scott Court, Hawick / Teviot Court, Hawick / Riverside House, Peebles / Dovecot Court, Peebles
RESPONSIBLE TO:	Co-ordinator (Supported Housing), Co-ordinator (Mobile) or Assistant Co-ordinator (Supported Housing)
RATE OF PAY:	£8.75 plus £0.94 holiday rate = £9.69 per hour
WORKING HOURS:	Working hours vary depending on requirements and may include mornings, evenings and weekends.

Background

The Association has sheltered housing developments designed to provide accommodation and support to enable older people to enjoy their own tenancies and to lead independent lives. Housing support is provided at these locations by a small staff team which is part of the Association's registered housing support service.

Personal and Health Care are the responsibility of the Social Work Department and Health Services.

The following Duties and Responsibilities refer to all sheltered housing developments.

Purpose of Post

- To ensure all communal areas are clean, hygienic and tidy.
- To assist the care and housing teams in ensuring the smooth operation of the development in accordance with policy and procedure.
- To provide a warm friendly and safe environment for tenants, and to support the delivery of meals service and social activities within the development

Main Responsibilities of the post

Cleaning and maintenance of development:

- Follow cleaning schedule, carry out cleaning and general domestic tasks in the communal areas of the development, including external areas.
- Monitor stock of cleaning materials, manage the re-ordering of stock as required.
- Carry out regular checks on all internal and external communal areas ensuring any property defects are recorded and reported to EHA as required.

Maintenance of systems and repairs:

- Carry out tests on equipment and record regular maintenance checks throughout development as required including legionella prevention process, fire panel test, fire appliances, fire doors and emergency exit ways check, emergency lighting, communal call system test.
- Log and process repairs and maintenance required on equipment used and any repairs and maintenance required in communal areas.
- Liaise with local staff, EHA property maintenance staff and contractors as required.

Tenant engagement:

- Support the delivery of the meals service including food and meal ordering.
- Support tenants to complete menu choices.
- Liaise with tenants and local staff in the planning of social activities.

- Provide practical support in the delivery of social activities. Prepare for communal events, set up areas for events and tidy away afterwards.
- Stimulate and encourage communal activities and contact between tenants and local community.

General administration:

- Manage and complete all necessary records/logs pertaining to the cleaning, meals service and general maintenance of the location.
- Handle and process general tenancy related enquiries from tenants, tenants' representatives, visitors, contractors as required.

General:

- To be aware of current Health and Safety Policy and to take responsibility for establishing and maintaining a safe and healthy environment for yourself, tenants, staff and visitors, implementing Association policies and procedures and conducting risk assessments to support this.
- Ensure the maintenance of confidentiality at all times in respect of matters pertaining to the Association.
- Afford equal opportunity and access to all users of the association's services and those involved in its delivery in accordance with the Associations Equalities policy.
- Undergo training as necessary to maintain high quality standards of work.
- Undertake any other duties appropriate to the post as directed by the Care Services Manager (OP).

Dovecot Court, Peebles

Dovecot Court is the Association's extra care housing in Peebles which has been designed with the needs of older people in mind. Personal care and support is provided by SB Cares at Home. The Relief Scheme Assistant at Dovecot will undertake the above duties with the exception of those making reference to the provision of meals.