

Conditions of Service and Job Description



April 2019

RELIEF ASSISTANT SHELTERED CO-ORDINATOR

LOCATIONS:	Millar House, Melrose / Oakwood Park, Galashiels / Frank Scott Court, Hawick / Teviot Court, Hawick / Riverside House, Peebles
RESPONSIBLE TO:	Sheltered Co-ordinator
RATE OF PAY:	£8.97 plus £0.97 holiday rate = £9.94 per hour
WORKING HOURS:	Working hours vary depending on requirements and may include working during the day, at evenings and weekends.
ALLOWANCES PAID:	Sleep-overs (if required on a very occasional basis) are paid at a nightly rate of £58.73

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.

Main Responsibilities of the Post

1. To provide housing support to tenants in accordance with legislative requirements, the policies and procedures of the Association and good practice guidance.
2. To assist the Co-ordinators in ensuring the smooth operation of the development in accordance with the policies and procedures of the Association.

Summary of Duties and Responsibilities

Tenant Support

1. Provide a housing support service to tenants
 - identify and assess the individual support needs of tenants;
 - draw up and implement support plans as agreed with the tenant;
 - monitor and review support to ensure continuing appropriateness and effectiveness;
 - liaise with appropriate agencies about care/support needs that are out with the remit of the service.
2. Maintain frequent contact with tenants according to their needs and wishes, particularly at times of illness.
3. Offer help and guidance to tenants in distress and, if necessary, to contact relatives or other services.

Links with Other Agencies

1. Maintain effective communication with Bordercare Community Alarm Service.
2. Work collaboratively with the staff of external agencies delivering care services within the development.
3. Develop and maintain positive links with relevant statutory and voluntary organisations.

Administration

1. Maintain property, tenant, financial and other records in accordance with Eildon Housing Association's procedures.
2. Liaise with other Association staff regularly in accordance with Eildon Housing Association procedures.

Tenancy Issues and Tenant Relations

1. Offer advice and assistance to tenants in making the best use of their homes.
2. Promote good relations among tenants by fostering community spirit and tenant participation.

Rent and Benefits

1. Offer advice and assistance to tenants in arranging payments of rent and other bills, and in maximising their income through appropriate benefit claims.

Emergency Assistance

1. Respond to day to day emergency calls and take action as required within the remit of the service and in accordance with EHA policy and procedures.

Communal Facilities

1. Assist the Co-ordinator in ensuring that the communal facilities (lounge, dining room, kitchen, assisted bathroom, laundry and guest-room) are used in accordance with EHA policies.
2. Assist the Co-ordinators to arrange and supervise the meals service.
3. Assist the Co-ordinators in the promotion and support of social activities within the development.

Health and Safety

1. Ensure the effective implementation of the Association's Health and Safety Policy and Procedures including the completion of accident and incident reports.

Property

1. Assist the Co-ordinators in ensuring that the property is maintained to a high standard.
2. Assist the Co-ordinators in ensuring scheme equipment is tested as directed e.g. fire alarms, staff call system etc.
3. Support tenants to identify and report property defects.

Security

1. Monitor and maintain development security and safety, and report incidents.
2. Assist tenants to maintain their own safety and security.

Deputise for Co-ordinator

1. Deputise for the Co-ordinators in their absence and to take responsibility for the smooth running of the development, meeting with EHA policies and procedures and National Care Standards.

General

1. Contribute to maintaining service quality and promoting positive service development.
2. Be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work.
3. Ensure the maintenance of confidentiality at all times in respect of matters pertaining to the Association.
4. Afford equal opportunity and access to all users of the Association's services and those involved in its delivery in accordance with the Association's Equalities policy.
5. Undertake training as necessary to maintain high quality standards of work.
6. To undertake other duties from time to time which contribute to meeting the objectives of the service as directed by senior staff.