



Job No 244

JOB DESCRIPTION

JOB TITLE	Residential Community Assistant based at Cole Court, Warrenpoint Road, Newry
RESPONSIBLE TO	Housing Manager through Housing Officer
SALARY	£6,973 per annum plus 4 bedroom house free of rent and rates
PURPOSE	<p>The Community Assistant will be the representative of the Association on the development and will provide the essential link between residents and the Association. He/she will ensure that the Housing Officer is alerted to any management problems, crises or other activities on the development which may need attention. He/she will contact the Maintenance Officer regarding any maintenance or repair issues on the development. He/she will promote and encourage a community spirit of friendliness and help without interference in the private lives of the tenants.</p> <p>All matters relating to annual leave, sick leave and personnel issues should be referred to the Housing Officer.</p>

PERSON SPECIFICATION

We reserve the right to enhance criteria to facilitate short listing.

REQUIRED CRITERIA FOR POST		Essential	Desirable
1	A minimum of one year's experience working in a community or caring environment	√	
2	The ability to work on your own initiative with limited supervision	√	
3	The ability to communicate effectively both verbally and in writing.	√	
SKILLS & ABILITIES (may be tested at interview)			
1	One year's relevant experience in maintenance and caretaking environment		√

2	A sound knowledge of Microsoft packages		√
3	Knowledge of Health and Safety issues		√

SCOPE OF WORK:

GENERAL

To be available on site 20 hours per week. [Times to be arranged with the Housing Officer in conjunction with Association's office opening times] and to facilitate evening community events/communal facility bookings on the scheme.

The Community Assistant's on-site office to be open and manned a minimum of two hours each week-day. [Times to be arranged with the Housing Officer].

To visit other schemes in the Newry area at the request of the Housing Officer.

Attend such training courses, staff conferences etc which may be organised outside the normal place and hours of work.

Comply with Health and Safety requirements and conduct all activities in a manner which is safe to yourself and others.

Encourage residents to maintain good relations and to avoid disputes with neighbours and to report any issues of anti social behaviour (to the Housing Manager/Housing Officer).

To encourage and promote resident involvement and engagement with the Association.

To encourage tenant participation by sourcing, organising and promoting events.

To organise and/or attend community activities on the scheme.

To participate in forums and working groups as required.

To respond immediately to any emergency received during hours of work; summon appropriate assistance and provide support.

To have available information which will be helpful to tenants, i.e. addresses of libraries, Social Services offices, details of bus services, etc.

To facilitate booking(s) of the communal facility as per the Association's procedure and be available for opening and closing the facility as agreed with the designated Housing Officer.

To demonstrate the Fire and Evacuation procedure to anyone booking the communal facility.

To be responsible for receiving and recording monies received in accordance with the Association's Finance procedures and the Association's Cash Handling policy.

To request stationery/cleaning materials in accordance with the Association's procedure.

REPAIR SERVICE

Tenants to be encouraged to approach the Community Assistant with repair notifications during office hours only [unless an emergency situation arises].

Familiarise him/herself with the operational instructions of the basic fittings in dwellings, e.g. fires, door-phones, intercom system and be in a position to help or advise tenants who are in difficulty with such fittings.

The Community Assistant must be familiar with the Association's policy on repairs – especially tenants' responsibilities.

Any reports of defects or repairs for which the Association is responsible must be recorded and notified to the Housing Officer or Maintenance Officer on the day of the report.

A weekly maintenance return must be completed and sent to the Maintenance Team.

A list of emergency telephone numbers must be provided for after hours or emergency use only.

Any failure by public authorities to service the development, i.e. street cleaning, bin collection, street lighting, etc must be notified to the designated Housing Officer.

The Community Assistant will inspect any tenant repairs/defects as requested by the Maintenance/Housing Team.

The Community Assistant will inspect completed work as requested by the Maintenance/Housing Team and report any unsatisfactory work to the Maintenance Department.

Liaise with contractors on site to ensure completion of repairs in accordance with procedure and to report any performance issues to the Maintenance Department.

RECORDS

Keep a daily record of any incidents in a diary incident book.

Illness, hospitalisation or any other difficulty experienced by residents must be recorded for discussion with the designated Housing Officer.

Any death should be notified to the Housing Officer immediately.

Comments from residents on design, lay-out, fittings, etc to be recorded and submitted to the Housing Officer at quarterly meetings.

Complete monthly timesheets for approval by the Housing Officer for submission to the Deputy Chief Executive.

Ensure that all record keeping is maintained accurately, updated when necessary and is available for review by the Housing Officer at quarterly meetings.

Ensure adherence to the requirements of the Data Protection Act.

Ensure that confidential information is only disclosed in accordance with procedure.

WARDEN CALL SYSTEM AND FIRE ALARM

To liaise with Fold Telecare staff in accordance with the agreed protocol and to arrange daily calls for those tenants who have opted to receive this service.

The Community Assistant will ensure that the system is available to tenants 24 hours per day. When the Community Assistant leaves the site he/she must arrange for emergency cover. This will generally be by way of the Telecare service. Any call to the system should be recorded and acted upon immediately. Any abuse of the system must be reported to the designated Housing Officer.

All out of hours calls are addressed by Fold Telecare, however there may be circumstances when there is the need to attend an emergency call. Staff will be entitled to time off in lieu for emergency call outs outside normal working hours.

Maintenance and updating of Telecare records of tenants who are connected to the warden call system.

The Telecare call system and Fire Alarm system must be tested at least once each week. The Community Assistant should report any particular difficulties to the designated Housing Officer.

Organise fire alarm evacuations in line with the Association's procedure.

SUPPORT FOR TENANTS CONNECTED TO WARDEN CALL SYSTEM

The Community Assistant will provide background support without interference in the private lives of these tenants. He/she should be unobtrusively observant of the wellbeing and needs of the individual tenants, giving any help required while also encouraging independence and neighbourliness.

CLEANING

The office and communal facility including stores on the scheme must always be kept in a clean and tidy condition. All general areas must be cleaned by the Community Assistant.

The Community Assistant is responsible for ensuring that the communal facility has adequate heat during opening hours.

The bins must be left out for collection on the appropriate day and then returned to the bin store location following collection.

GARDENING

The Community Assistant will be responsible for keeping tidy the planted areas on the development eg cutting back shrubs, weeding, removing moss etc.

OTHER DUTIES

Encourage a high standard of tidiness on the scheme supported by the Housing Officer. Individual gardens are the responsibility of tenants. Communal areas are the responsibility of the Community Assistant.

Carry out a visual inspection of the scheme at least once each week and report to the Housing Officer/Maintenance Officer any alterations to dwellings, damage, vandalism or potential hazards to health and safety. He/she should also advise the designated Housing Manager of any dwellings which have been put on the market for sale.

It is understood that the list of duties set out before in this description may not be full and final and the Community Assistant may be required to undertake other duties in keeping with the position as and when they may arise.

NB

Particular care should always be exercised when going to the aid of any resident who might require assistance. Under no circumstances should the Community Assistant attempt to lift anyone who has fallen.

The Community Assistant should ensure that no religious, political or sexual discrimination, intimidation or harassment or obscene behaviour occurs on site or whilst maintenance work is being implemented.

Any other duties as required by the Chief Executive to ensure the successful operation of the Association.