

JOB DESCRIPTION

Job Title:	Assistant Project Worker
Company:	ClwydAlyn Housing
Department:	Supported Living
Responsible to:	Senior Project Officer / Supported Living Manger
Responsible for:	The provision of the support and housing management services to individuals and / or families residing at the scheme assisting the Senior Project Officer in the provision of a high-level service in accordance with the overall aims and policies of ClwydAlyn
Grade:	Market Salary
Qualifications:	A recognised qualification in housing, family welfare, social care, supported housing or NVQ2 in a relevant discipline and/ or relevant experience
Location:	Norfolk House

Date of Evaluation:

Disclosure & Barring Service Check requirement:

This role has been assessed as requiring an **Enhanced Level Disclosure and Barring Service (DBS) with Barred List check** due to the work being undertaken being performed directly with vulnerable groups or children which is deemed regulated activity. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands, or warnings which would impact on their ability to carry out their role. This level of check will also highlight anyone barred from working with vulnerable groups including children.

Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.

1.Purpose of the Post (Working with service users)

1.1 To assist Project Workers in providing person centred support to service users, through individual support planning, ensuring the identified needs of the service user is addressed. This will involve supporting service users and Project Workers to meet the goals and targets and related outcomes identified in Service User Support plans, with the overall aim of progressing individuals to independent living.

1.2 To arrange and organising regular house meetings and service user activities that enhance the service being provided.

1.3 To support service users to comply with Licence/tenancy agreements and House Rules.

1.4 To assist and support service user in keeping appointments such as those required by the Jobcentre, housing benefit, Probation service etc. ensuring their income is maintained, housing benefit/rent is paid and that they comply with any related orders.

1.5 To deal with and respond appropriately to any residents' requests for practical advice, in a positive and respectful manner.

1.6 To undertake all related and necessary paperwork and electronic administrative duties including inputting information on to an I.T based programme assist with the completion of risk and need assessments, development and regular review of support and action plans, the progress monitoring and other record keeping systems as required by the organisation, stakeholders, and funders.

1.7 To have an understanding and knowledge of Welfare Reform, this includes working and non-working benefits which may affect the individual's ability to afford day to day living costs

1.8 To assist Project Workers to ensure that a full admission procedure for all Service Users referred to the project is completed, ensuring that the appropriate Needs and Risk Plans are agreed and carried out.

1.9 To assist Project Workers and the Senior Project Officer in the provision of a high-quality Housing Management and Support Service

1.10 To understand the Safeguarding of vulnerable people and follow the Company's Policies in relation to identifying, reporting and escalating as required.

1.12 The ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively.

1.13 Excellent communication skills both written and verbal

2.Housing Management.

2.1 To assist service users in reporting repairs.

2.2 To ensure repairs are addressed promptly, that accurate related records are maintained and assist the manager in carrying out regular checks of the buildings to ensure a quality accommodation provision is maintained.

2.3 To collect any elements of the rent or service charge due from the service user and maintain accurate related records.

2.4 To assist Project Workers and the Senior Project Officer in ensuring voids are kept to a minimum and that a proactive approach is adopted in relation to ensuing high occupancy levels e.g. ensuring rooms are cleaned out, redecorated and then relet quickly.

2.5 To deal effectively and in a professional manner with neighbour disputes in the absence of the Senior Project Officer or Project Worker, seeking appropriate advice and support where necessary and maintaining accurate related records.

2.6 To assist in ensuring a clean and comfortable living environment including carrying out resident room/communal area checks with service users to maintain quality standards, increase service user independent living skills and meet related health and safety standards required.

3.Working with others

3.1 To ensure professional close working links/relationships are forged and maintained with external organisations and neighbours etc.

3.2 To attend external meetings as agreed or requested by the Senior Project Officer / Project Worker

3.3 To attend internal meetings as requested including: team staff meetings, staff meetings and others as required.

3.4 Where required to direct the work of Relief staff and agency staff and other ancillary staff.

3.5 Ensuring health and safety and risk assessments are given priority in relation to Service users, staff, and visitors to the scheme.

3.6 To ensure the scheme is a safe environment for the Service users, staff, and visitors

3.7 To foster and maintain professional, positive working relationships with Stakeholders and Partner Agencies, multi – disciplinary teams working closely to optimise the benefits and opportunities for service users and create and maintain a supportive work environment for all staff across the company.

4. Use of Technology

4.1 To have a working knowledge, understanding and practical experience of I.T packages i.e. Microsoft Office, e-mail, outlook.

5. Health and Safety

5.1 To ensure the health and safety of oneself, the service users, work colleagues as well as other external visitors/ contractors visiting the project at all times.

5.2 To comply with Health and Safety requirements and related policies and procedures always e.g. risk assessments, reporting procedures, on-call.

5.3 To ensure the building is always secure and that related access procedures are adhered to.

5.4 To carry out regular security and health and safety checks at the project.

5.5 To respond to emergency situations in accordance with ClwydAlyn policies and procedures.

6. Budgets & Cash Handling

6.1 In accordance with Company Policy and Procedure ensure effective: -

6.2 Taking and recording of rent payments

6.3 Comforts Fund and Petty Cash handling and reconciliation

7. Unsociable Conditions

7.1 A flexible approach to the role is required which will include where necessary and according to the requirement of the scheme to work bank holidays, evenings, on a rota basis, including lone working, determined by operational requirements.

8. Group Core Responsibilities

8.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.

8.2 To participate fully in the organisation's supervision/management support and appraisal process.



8.3 To attend/take part in training and development opportunities as requested/identified by the line manager or other senior manager within the organisation.

8.4 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.

8.5 To actively promote and encourage service user involvement in the delivery and further development of the services, including:

- Holding regular resident/service user meetings, taking minutes, completing service user's satisfaction questionnaires, adhering to the organisations Service User Involvement, Complaints and Equal Opportunities policies and procedures.
- Supporting service users to be actively involved in their community, ensuring they have a voice and an opportunity to be heard/take part.

8.6 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Association.

8.7 To comply with the Association's Risk Management Strategy, identifying and mitigating against risk.

8.8 To be responsible for the application of Equality and Diversity practices in accordance with Association policy and procedures within daily operations.

8.5 To comply with Standing Orders, Association Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.

8.6 The ability to communicate effectively through the medium of Welsh and English or a willingness to learn.

8.7 To perform any other reasonable task as determined by the Manager, Director, Group Chief Executive or Board of Management.