



JOB DESCRIPTION

JOB TITLE: Housing Assistant (Welshpool)

COMPANY: ClwydAlyn

RESPONSIBLE TO: Senior Housing Manager

Date: 4th August 2023

1. Purpose of the Job

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1. Operating out of Neuadd Maldwyn (ClwydAlyn's newest Extra Care Scheme) you will support the Senior Housing Manager, to provide housing related support to residents within the Scheme and on ClwydAlyn's local housing estate in the town.
 - 1.1 To effectively support the Senior Housing Manager to oversee an Extra Care Independent Living Scheme for older people, enabling tenants to enjoy independent living with the knowledge that their changing housing needs can be met, and that the Housing Management functions are delivered.
 - 1.2 Support the Senior Housing Manager with the requirements of Renting Homes Wales Act, providing contracts to perspective residents.
 - 1.3 As appropriate, provide housing support to residents living on ClwydAlyn's general needs housing estate in the town (Oldford Estate).
 - 1.4 With the Manager, to Inspire and lead your team to provide housing and ancillary services to tenants that will allow them to live independently as long as possible in a safe and well managed scheme.
 - 1.5 To work in equal partnership with the Local Authority Social Services partners and take the lead role in managing and maintaining the waiting list and allocation of apartments appropriately, and to ensure care needs are identified and changes to needs are acted upon via ongoing liaison and formal meetings with the local Authority partners.
 - 1.6 To input data collected from residents into the business data base(s) and provide information to the Senior Housing Manager/Housing Team.
 - 1.7 To be familiar with the Resident Portal and social media processes and provide and update information to these as required.
 - 1.8 To undertake verification of Universal Credit Claims within the Housing Assistant role and update and record housing benefit entitlement details.
 - 1.9 To process and record applications for housing within the Powys area and to provide shortlisting information for Housing Officers and Local Authority Allocations Teams.
 - 1.10 To support the Senior Housing Manager in the management of Residents' Concerns for Housing and Extra Care Services cases, to support Specialist Early Intervention Officer in providing case analysis information across housing teams and respond to concerns raised in extra care services, signposting and onward referral as required.



- 1.11 To support the Senior Housing Manager to identify operational trends, priorities, and satisfaction levels by providing up to date performance monitoring information relating to Residents' Concerns, and key housing management functions.
- 1.12 To support the Senior Housing Manager to ensure that compliance action is taken to address gas, electrical and lift safety issues that are highlighted by the Asset Management Team for current and void properties.
- 1.13 Provide and record information relating to satisfaction of meals within the Extra Care Restaurant facilities.

2. Knowledge & Abilities

- 2.1 To be able to demonstrate high levels of accuracy when maintaining records on the business information technology systems.
- 2.2 To have knowledge of ClwydAlyn's lettings policy (specifically for Powys) to accurately process applications for rented accommodation and to be able to draw up shortlists for vacant properties using the Association's database and systems, policies, and procedures.
- 2.3 To have knowledge of rent accounting procedures to update records of benefit entitlement on the business information technology systems.
- 2.4 To undertake pro-active customer surveys in relation to Residents Services, to monitor and assess resident satisfaction.
- 2.6 To input data collected from residents into the Company's data base(s).
- 2.7 To undertake any administrative work that is required to support the Scheme Housing Manager to undertake effective management.
- 2.8 To complete statistical returns as directed by the Team Leaders, and Manager of the Service

3. Managing Others

- 3.1 The post holder is expected to work closely with other members of staff, responsible for their management or supervision within the role of extra care scheme Housing Assistant only.

4. Working with Others

- 4.1 To maintain close working relationships with others to ensure a quality service is delivered across Housing and Support Services Directorate by the application of our company values Trust, Hope and Kindness.
- 4.2 To ensure the application of our values in all aspects of service to our residents' colleagues, and partners.

5. Problem Solving / Decision Making / Innovation

- 5.1 To identify and bring to the attention of the Scheme Housing Manager, any issues which may prevent ClwydAlyn from delivering the very best level of service to our customers.
- 5.2 To contribute to the identification of potential improvement and development of services.



6. Use of Technology

- 6.1. Ability to use the business computerised and paper-based systems for Resident Services monitoring, including basic data inputting, recording, updating and knowledge of all required systems for the role.

7. Unsocial Conditions/ Special Circumstances

- 7.1 A flexible approach to the role is required, which will include the requirement to participate in team meetings, team away days and contribute to the effective delivery of services.

8. Core Responsibilities

- 8.1 To be responsible for establishing good working relationships both internally and externally in accordance with our company values Trust, Hope and Kindness.
- 8.2 To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the business.
- 8.3 To comply with ClwydAlyn's Risk Management Strategy, identifying and mitigating against risk.
- 8.4 To be responsible for the application of Equal Opportunity practices in accord with business policy and procedures within daily operations.
- 8.5 Compliance with Standing Orders, Policies and Procedures, with regard to Resident Services. To make known to Senior Officers any areas which are not adequately covered.
- 8.6 To perform any other reasonable task as determined by the Manager, Executive Director of Housing Services and Care and Support Services, Chief Executive or Board of Management.

