

Housing & Property Department

Sheltered Housing Assistant – Pay Band 1 (£20,914)

If you are passionate about providing a high quality service, support and care service to residents to enable them to live independently, then do not hesitate to apply for this role. You will use your experience, empathy and understanding of elderly people's needs, and problems, acting in a 'good neighbour' capacity to residents. You will be required, as part of the role, to participate on the Standby Rota (1 in 4).

Candidates must have previous experience of working with elderly people in a similar environment and have an interest in their welfare.

An application pack can be obtained from the HR Section on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library, Douglas. The closing date for the receipt of completed applications is 5.00 pm, Friday, 10th December 2021.

MISS K J RICE, CHIEF EXECUTIVE, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD

**PUBLIC SERVICE COMMISSION MANUAL & CRAFT WORKER
MEMORANDUM OF AGREEMENT 2015
JOB OUTLINE**

DEPARTMENT: Housing & Property

SUB-SECTION: Sheltered Housing

DESIGNATION: Sheltered Housing Assistant

REPORTS TO: Sheltered Housing Officer

TERM: Permanent

HOURS OF DUTY: Normal hours 37 per week
Monday – Thursday 9.00 am – 5.00 pm
Friday 9.00 am – 4.30 pm
(½ hour lunch daily)

STANDBY: Participate in the Standby Service on a rota basis (1/4 weeks).

GRADE: Pay Band 1 (£20,914)

INTERDEPARTMENTAL WORKING:

All staff employed in the Sheltered Housing Complexes will be interchangeable within and between complexes provided such duties are deemed to be within the competence of the employee as assigned to you by the Sheltered Housing Officer, Assistant Housing Manager (Services) or the Housing & Property Manager.

MAIN PURPOSE OF THE JOB

Work within a dedicated team supporting the Sheltered Housing Officer in the provision of a high quality service, providing care and support, to the residents of the Sheltered Housing Complexes and the wider community ensuring independence is maximised. Respond to residents in a good neighbour manner ensuring the well-being, safety and comfort of all tenants. Provide excellent customer care in accordance with the Council's policy and procedures and current best practice. Provide cover in the absence of the Sheltered Housing Officer(s).

SUMMARY OF RESPONSIBILITIES OF THE POST

1. Support and work with the Sheltered Housing Officer in delivering high quality services to enable residents to live independently.
2. Assist with the provision of information and support new tenants to adjust to living in the Complex ensuring they understand the alarm system, central monitoring and door entry facilities. Assist with ensuring tenants are aware of the alarm systems and evacuation procedures in case of fire and / or other emergency.

3. Acting in a good neighbour capacity ensure regular daily contact is made with the tenants and that health and care agencies are contacted if necessary so that the individual needs of tenants are met.
4. Identify, record and maintain a daily diary of all incidents affecting tenants and their needs as agreed in individual support plans ensuring such matters are brought to the attention of the Sheltered Housing Officer.
5. Assist with carrying out scheduled contacts and welfare checks as agreed, dealing with any issues or concerns raised by tenants and monitoring their general well-being.
6. Observe and report to the Sheltered Housing Officer any issues relating to maintenance, grounds and building that may need attention in order to ensure the environment is kept safe, clean and secure.
7. Inform the Sheltered Housing Officer of any concerns relating to tenancy conditions of tenants so that they can be addressed and if necessary referred to the Housing & Property Section.
8. Encourage and assist in the organisation and participation of social events and other activities likely to be of interest to the residents.
9. Respond to emergency calls without delay and contact the appropriate emergency services and / or relatives.
10. Support the Sheltered Housing Officer in carrying out and implementing risk assessments for the Complex.
11. Assist with ensuring the safety and security of the Complex enquiring as to the business of any unauthorised persons.
12. Assist the Sheltered Housing Officer with carrying out regular health and safety checks and audits, fire alarm testing, assist with fire risk assessments and ensuring all repairs are completed within timescales.
13. Protect and promote the rights and interests of residents and family members maintaining dignity privacy and confidentiality.
14. Develop and maintain a good working relationship with all relevant external statutory and voluntary agencies.
15. Build working relationships based on trust, respect, sharing, co-operation and mutual support to establish and maintain constructive open relationships with colleagues.
16. Assist in maintaining an up to date, accurate record of all tenants names and addresses and telephone numbers of emergency contacts.
17. Assist with accompanied viewings with prospective tenants.
18. Assist in actively promoting and encouraging tenant participation in community and social events within the Complex or elsewhere as appropriate.

19. Total compliance with the Council's smoke free workplace policy.
20. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
21. Compliance with the provisions of the Isle of Man Data Protection Act 2018, the Freedom of Information Act 2015, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
22. Responsible for the health and safety of the staff of the Complex and for the safety of the public and other staff who come into contact with any aspect of the Complex and the duties being undertaken.
23. Participate fully in discussions relating to any changes deemed necessary to the job outline reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
24. Such other duties within a similar level of responsibility as may from time to time be required by the Sheltered Housing Officer, Assistant Housing Manager (Services) or Housing & Property Manager.
25. To provide cover as and when required for the Sheltered Housing Officers across the Council's Sheltered Housing accommodation.

SKILLS REQUIRED	Essential	Desirable
Experience of working with older people in a similar environment and an interest in their welfare.	X	
Empathy and understanding of elderly people's needs and problems. Friendly, honest and approachable with a flexible, understanding and caring attitude.	X	
Ability to communicate clearly and act sensitively and appropriately in difficult circumstances.	X	
Self-disciplined with the ability to work under own initiative.	X	
Good communication skills with the ability to maintain confidentiality.	X	
Ability to deal calmly with emergency situations.	X	
ICT literate.	X	
First Aid Qualification or the willingness to obtain it within the first year of employment.	X	
Ability to provide a flexible and committed approach to working hours and patterns when required	X	
Ability to keep paperwork up to date.		X
Experience of arranging different activities, etc.		X
Full clean valid driving licence		X
Political sensitivity		X

RESOURCES THE JOB OCCUPANT IS RESPONSIBLE FOR: Assisting with the security and charge of the main buildings.

CONTACTS THE JOB OCCUPANT MIGHT ENCOUNTER: Tenants and their families / other local authority, government and health service employees / members of the public.

SUPERVISION None

HEALTH Physically fit with the ability to climb stairs

TRAINING Provided as is necessary (gaining of a First Aid Certificate essential)

DOES THE OCCUPANT WORK ALONGSIDE THE PERSON HE/SHE REPORTS TO? Yes

NOTES:

The Sheltered Housing Assistant will not:

- Administer medicines
- Carry out any nursing duties
- Collect pensions
- Pay Residents bills or handle any other financial affairs
- Accept gifts, favour of hospitality
- Go shopping for Tenants
- Carry out any type of domestic duty such as cooking or cleaning
- Gain access to any tenant's accommodation in their absence without being accompanied by another person