


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Mobile Worker	
Department	Customer Services	
Reports to	Area Manager	
Grade:	8	
Date:	11 June 2015	

Purpose of Job

To provide housing management and day care services as directed by the Manager. It is expected that working time will be equally spent in housing management, day care and home support duties.

Main duties and responsibilities

1. Housing Management

- 1.1 To provide housing management services which enable older people to retain the role of tenant and to exercise choice and independence, including organising repairs/maintenance, collection of rents, dealing with tenancy enquiries, carrying out minor practical tasks to assist residents.
- 1.2 To deliver quality housing management services to residents in accordance with the Association's standards.
- 1.3 To encourage appropriate use of Occupational Therapy services including arranging for advice, assistance and installation of appropriate aids and adaptations which will enhance independence.
- 1.4 To assist the Manager in identifying suitable applicants for the development and managing allocations and terminations in a manner consistent with the Association's policies.
- 1.5 To deal with residents' enquiries about tenancy conditions. To assist where required in complex or sensitive situations such as Rent Account queries or neighbour complaints or property matters.
- 1.6 To assist in arrears and voids management by encouraging open communication with tenants and prospective tenants.
- 1.7 To help foster rights, responsibilities and a sense of community in the development in accordance the Association's philosophy.
- 1.8 To respond sensitively and appropriately to residents needs by communicating effectively with other agencies (eg the Social Work Department, Gas, Water, Electricity Authorities and Community Health Services), in order to ensure residents are receiving appropriate services from these agencies.

- 1.9 In an emergency (and only in an emergency, eg. after an accident or sudden illness) to ensure appropriate professional help is accessed and remain present to provide care and support until effective care arrangements are in place.
- 1.10 To ensure that full record of appointments, visits and events is maintained, with due reference to confidentiality, in the Development Diary.
- 1.11 To ensure that residents' records are maintained and updated as necessary, with due reference to the Association's standards for recording practice and confidentiality.
- 1.12 To undertake administration and correspondence associated with operations on the development.
- 1.13 In the absence of the Manager, to be in charge of the development and to ensure that services, including catering and domestic services are provided in accordance with the Association's standards.
- 1.14 To ensure Health and Safety standards are maintained as required, throughout the development.

2. Day care and home support duties

To carry out service user day care and support duties as directed by the Manager as follows:

- 2.1 To provide physical care, in accordance with approved standards, to assist clients carrying out tasks of day to day living eg dining, visiting toilet.
- 2.2 To ensure participation by clients in Centre activities taking account of their choice and with regard to their abilities.
- 2.3 To promote maximum independence and dignity for clients in a supportive environment where physical care is given.
- 2.4 To provide assistance, guidance and information to clients and others as necessary.
- 2.5 To contribute to the process of assessing clients' needs and thereafter participate in planning, implementation and review of individual care programmes.
- 2.6 To ensure provision of a safe, clean and stimulating environment.
- 2.7 To maintain written records according to the Association's procedures and notify Manager of any accident involving clients, staff or others.
- 2.8 To promote high standards of care practice taking account of equality of opportunity for all users.
- 2.9 To receive and record any payments for meals and refreshments which may be due according to the Association's procedures for cash handling.

- 2.10 To undertake general cleaning and catering duties associated with the running of the Day Centre, *where necessary*.
- 2.11 When appropriate to liaise with transport providers in relation to transport arrangements to and from Day Centre service users.
- 2.12 To support service users attending the Day Centre with their medication, abiding by Hanover's medication policy.
- 2.13 To undertake other duties and responsibilities delegated by the Manager.

Job context and other relevant information: The post holder

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Mobile Worker

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> • Able to foster an environment based on respect and confidentiality where residents' independence and choice are promoted to the fullest extent of their wishes and ability. 	Essential
<ul style="list-style-type: none"> • Able to foster efficient and effective working relationships with colleagues in Hanover and with staff of other agencies. 	Essential
<ul style="list-style-type: none"> • Able to demonstrate skills in and knowledge of care and other supported services for retired persons. 	Essential
<ul style="list-style-type: none"> • Able to undertake care practice in accordance with the Scottish Social Services Councils (SSSC) code of practice, National Care Standards, Scottish Commission for the Regulation of Care and the Association's policies and procedures and in particular food hygiene and health and safety standards. 	Essential
<ul style="list-style-type: none"> • Able to carry out personal care tasks with requires respect and dignity for clients. 	Essential
<ul style="list-style-type: none"> • Able to develop empathetic professional working relationships with clients based on appreciation of their physical and emotional needs. 	Essential
<ul style="list-style-type: none"> • Able to work flexibly 	Essential
<ul style="list-style-type: none"> • Able to operate in working environment where it is the norm to match job performance to practice standards in interest of optimum service provision. 	Essential
<ul style="list-style-type: none"> • Able to prioritise a varied workload, manage time effectively to deliver a good quality housing support, housing management and care service. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail. 	Essential
<ul style="list-style-type: none"> • Basic health and safety awareness including identification and reporting of hazards and minimizing risks. 	Essential

2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> • 2 years' experience of applying the above skills and knowledge in a housing support, housing management, care or equivalent role. 	Essential

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Scottish Vocational Qualification (SVQ) level 2 in Health and Social Care or equivalent qualification enabling registration with the Scottish Social Services Council (SSSC) as a Housing Support Worker on the opening of the register (currently 2017), or the requirement to obtain a relevant qualification enabling registration via self funding by the closure of the register (currently 2020). 	Essential
<ul style="list-style-type: none"> • Hold or able to achieve Emergency First Aid Certificate 	Essential
<ul style="list-style-type: none"> • Hold or able to achieve Elementary Rehis 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • Continue to meet criteria for retention of registration with the Scottish Social Services Council as a Practitioner in Care/Day Care. 	Essential
<ul style="list-style-type: none"> • Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons. 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct / detachment in working with potentially vulnerable clients. Includes application of the Scottish Social Services Council Code of Practice for Social Services Workers and Employers. 	Essential
<ul style="list-style-type: none"> • Able to liaise with colleagues, families, external agencies both under supervision and alone in the absence of the post's line manager. 	Essential
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice.	Essential