**Hanover (Scotland) Housing Association Ltd**

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| **Draft JOB DESCRIPTION** | | |
| **Position:** | Housing Worker |  |
| **Department:** | Customer Services |
| **Reports to:** | Very Sheltered Housing Manager/Service Manager |
| **Band:** | Band H |
| **Date:** | August 2018 |

**Purpose of Job**

To provide a high quality housing management service to customers on development/s staffed 24 hours per day and managed in accordance with the Association policies, practice and quality standards.

1. **Main duties and responsibilities**
2. **Performance Management**
   1. To deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
   2. To analyse work and produce action plans where performance improvement is required.
   3. To maintain accurate records in accordance with Hanover procedures which incorporate good practice and Data Protection legislation.
   4. To proactively engage in customer engagement activities and support engagement by customer and their families.
   5. To participate in team meetings and day-to-day staff communication.
   6. To prepare for and participate in supervision meetings.
3. **Housing Management**
   1. To provide information and advice to customers, prospective customers and others regarding Hanover’s housing management services.
   2. To welcome new customers and assist them to settle into their homes.
   3. To act as a facilitator to ensure customers are signposted to services and advice they require from external agencies.
   4. To offer advice and support to customers and/or their families when a property is being terminated.
   5. To respond to housing management and physical emergencies both during the day and overnight during the sleepover period e.g. fire alarm activations, power cuts, flooding.
   6. To undertake Health & Safety checks of building including general security and safety checks and Fire alarm testing and report any incidents. Assisting in the checking and testing of fire doors, pendants and pull cords, water temperature testing and Legionella water testing and liaising with appropriate Association Repairs Team where defects/issues arise.
   7. To be the first point of contact on the development for all contractors relating to maintenance, refurbishment and services works.
   8. To monitor contractors undertaking work within the development.
   9. Log day-to-day repairs relating to the development and monitor the progress of repairs to ensure they are completed on time and to an acceptable quality.
   10. To arrange for contractors to attend in event of emergency breakdown to lifts, boilers, power utilities, etc.
   11. To be familiar with the building, systems and equipment within the development and to carry out and record required checks and testing.
   12. To carry out daily checks and other inspections of properties, before, during and at termination of occupancy and action any required works.
   13. Undertake regular visits to customers.
   14. To monitor energy use regularly and report communal meter readings.
   15. To take payments for housing management related services such as the use of the guest room and catering services.
   16. Log and address enquiries/complaints from customers and any other persons, recording and escalating issues where necessary to senior staff.
   17. Promote use of the communal facilities.
4. **Cleaning** 
   1. To ensure high standards of cleaning are maintained in communal and staff areas.
   2. To clean, polish and vacuum surfaces and equipment throughout the development.
   3. To remove waste to disposal areas put refuse bins out for uplift
   4. To prepare guest bedroom for use.
   5. To clear snow and fallen leaves when required**.**
   6. To adhere to COSHH and other safe working practices
5. **Other Duties, Catering**
   1. To prepare and set dining areas and tables.
   2. To be involved in the meals service working in the kitchen and dining areas and taking menu choices
   3. To adhere to the development’s ‘Cooksafe’ procedures
   4. To receive and record foodstuff's delivery and help restock stores as directed by the Cook or the manager.
   5. To access a petty cash float and authorise expenditure as set within your designated authorisation level
   6. Undertake other duties as reasonably required.
6. **Staff Reporting to Post holder**

None

**Person Specification**

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| **Job Title: Housing 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**  *This section specifies the skills, abilities and knowledge the post holder must have to perform satisfactorily.* |  | | |
| * Be able to foster an environment based on respect and confidentiality where customers’ independence and choice are promoted to the fullest extent possible. | Essential | | |
| * Able to maintain high standards of cleanliness and hygiene within the development and in other areas as required. | Essential | | |
| * Able to follow cleaning schedules and procedures and have a knowledge of COSHH regulations | Essential | | |
| * Have knowledge of housing management services' preferably involving vulnerable and older people and their accommodation. | Essential | | |
| * Be able to demonstrate an understanding of the services provided by statutory agencies. | Essential | | |
| * Be able to develop and maintain a professional working relationships with customers and families appreciating customer’s physical and emotional needs. | Essential | | |
| * Be able to signpost customers to those with knowledge of welfare benefits system. | Essential | | |
| * Be accountable for the quality of your work, taking responsibility for maintaining and improving your knowledge and skills. | Essential | | |
| * Must be able to demonstrate excellent administrative skills. | Essential | | |
| * Be able to operate in a working environment where it is the norm to match job performance to practice standards. | Essential | | |
| * The ability to develop and maintain good relationships with contractors and external agencies. | Essential | | |
| * Demonstrate the ability to encourage and support social activities for customers. | Essential | | |
| * Willing to work within a greater degree of flexibility if requested to do so. | Essential | | |
| * Be able to prioritise a varied workload. | Essential | | |
| * IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet | Essential | | |
| * Basic skills in health and safety including identification and reporting of hazards and minimising risks, e.g. COSHH | Essential | | |
| * Knowledge of ‘CookSafe’ requirements | Essential | | |

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| **2. Experience**  *This section specifies the level and quality of experience required.* |  |
| * Experience of applying the above skills in a housing management setting or equivalent role. | Desirable |
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| **3. Education/Qualifications**  *Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.* |  |
| * + - * Good standard of literacy, numeracy, verbal communication and general education. | Essential |
| * Hold or be able to obtain Emergency First Aid Certificate and REHIS. | Essential |

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| **4. Other**  *This section specifies other factors which may be necessary.* |  |
| * Able to work as a lone worker at times. | Essential |
| * Able to undertake shift work and sleepovers where required | Essential |
| * Empathy and appropriate professional conduct/ detachment in working with vulnerable customers. | Essential |
| * Willingness to participate in training of REHIS | Essential |

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| **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 post holder is willing to work in accordance with existing policies and codes of practice. | Essential |

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| **Core Competencies** | | |
| **Customer focus** | Customer focus is the commitment to putting customers first and deliver a consistently high quality service | Essential |
| **Working effectively with others** | Work co-operatively with colleagues, internal and external customers to deliver services. Treats others with respect. Shares ideas, knowledge, skills and resources. | Essential  Essential |
| **Communicating Clearly** | Effectively communicates appropriate information and knowledge appropriate to the customer needs | Essential |
| **Dealing with Change** | Continues to work effectively despite changes to tasks, roles, customers and the environment. Is positive, adaptable and flexible to change and supports others through the process | Essential |
| **Taking Personal and Corporate Responsibility** | Demonstrates understanding of and commitment to the organisation and its vision and values. Takes responsibility for own behaviour within Hanover’s values | Essential |
| **Delivering Results** | Delivering the required high quality services and results within the agreed timescale. Being creative and practical in developing new ways of working to achieve outcomes. | Essential |