

ANCHOR HANOVER GROUP JOB DESCRIPTION

JOB TITLE:	Housing Assistant (Wellbeing)
REPORTS TO:	Extra Care Estate Manager
RESPONSIBLE FOR:	Providing front line housing management within a multi scheme Team to deliver a high-quality customer focused service
DIECTORATE:	Operations
LOCATION:	Pemberley Place, Extra Care Scheme, semi agile
JOB SUMMARY:	<p>Working with the Extra-Care estate manager; to provide a flexible local housing management service and support service to meet the needs of customers living on the scheme</p> <p>To promote resident engagement and facilitation of social inclusion activities for customers and the outer community</p> <p>To deliver group activities that stimulates and increase customers feeling of wellbeing</p> <p>To carryout a range of administrative tasks</p> <p>To work with the Housing Assistant (Property) in providing a seamless and flexible service to customers</p>
WORKING HOURS:	17.5hrs per week – Tuesday and Thursday 9.30am to 4.00pm. Saturday or Sunday rota basis 10am to 3.30pm flexibility within this depending on weekend activities.

Anchor Hanover Core Values:

*** Accountable *Respectful *Connected *Honest**

We encourage all of our staff to play their part in demonstrating our core values in their day to day work with colleagues and customers

PRINCIPLE DUTIES AND RESPONSIBILITIES

1. Customer Service

- Assist the Extra-Care Estate Manager in delivering resident engagement including arranging venues, agenda preparation and production and distribution of minutes
- Lead and co-ordinate on wellbeing activities that focus on Anchor Hanover's Wellbeing commitment for all customers

2. Communication

- Attend at meetings with service delivery partner organisations, stake holders, contractors and customers in order to establish, build and maintain strong and effective relationships

3. Housing Management and Performance

- Effectively manage and maintain waiting lists for Anchor Hanover estates. Assist the Extra-Care Estate Manager in marketing and promotional activities on estates
- Manage the lettings process for void properties in order to minimise void loss to Anchor Hanover, liaising with the team to effectively managing the void repair process, to ensure that void periods are minimised while maintaining the Anchor Hanover Standard for letting properties to customers
- Arrange viewings of void properties; arrange Right to Rent checks, tenancy sustainability assessments and support.
- Arrange tenancy sign ups in a timely, and customer focused way while ensuring void loss to Anchor Hanover is minimised
- Investigate any anti-social behaviour to ensure Anchor Hanover provides an effective response
- Management of all low-level arrears due to Anchor Hanover
- Undertake the on-site management of the investigation of, and processing of complaints, tenancy breaches and requests for service
- To ensure that all communal areas and facilities provided, both internal and external, are maintained to Anchor Hanover's set standards
- Carry out regular visits to customers and undertake regular site inspections involving Anchor Hanover's customers where appropriate
- In partnership with the Housing Assistant (property) ensure that all necessary systems and controls are in place across the estates being managed to achieve compliance with all relevant laws, regulations and quality standards
- Liaise with local authorities, health authorities and other agencies as appropriate to achieve support for customers in regards to providing short term solutions to possible disruptions to the quiet enjoyment of customers within their homes

4. Support

- Ensure that customers have access to the support necessary to sustain a tenancy
- Support duties may include signposting, facilitation or direct intervention to achieve person centred outcomes.
- Liaise with other services on site including contracted care and support providers to facilitate tenancy sustainability.
- Record all actions and outcomes in line with Anchor Hanover's policy and procedures
- Enable social activities on scheme with community involvement where appropriate
- Work with local services to reduce social isolation
- In partnership with other staff, stakeholders and organisations identify and ensure access to suitable aids and adaptations, assistive technology and other items to promote independence, well being and tenancy sustainability.
- Understand and promote Anchor Hanover's wellbeing strategy.

5. Procurement

- Assist Extra-Care Estate Manager in the management and monitoring of contracted services, including the monitoring of quality standards and meeting with contractors and service providers to resolve any associated issues
- Liaise with customers as regards specifications, seeking tender quotations in accordance with procurement policy

5. Financial Management

- Provide the Extra-Care Estate Manager with information in the preparation of service charges, to ensure accurate and timely information is available for Anchor Hanover customers
- To provide receipts for payments in accordance with Anchor Hanover's financial regulations
- Provide information to the Extra-Care Estate Manager for year end accounts purposes
- To provide support in the process of the collection of financial arrears due to Anchor Hanover
- Supply budgetary information as required by the Extra-Care Estate Manager

6. Other Duties

- Be a role model for Anchor Hanover's values
- Be proactive and ensure the reporting procedure is in place to escalate any Health and Safety issues you may see
- Raise safeguarding concerns through the appropriate channels in line with Anchor Hanover's policy and procedures
- Any other duties commensurate with the role

JOB TITLE :- Housing Assistant - Wellbeing		
Person Specification: Knowledge – Information to be learned to carry out a job. Skill – Application of that knowledge to achieve a result Competency – Application of the skill to a specified standard and how well	Essential	Desirable
<u>Knowledge and Experience</u> <ul style="list-style-type: none"> • Be able to demonstrate a good working knowledge of housing management • Be able to demonstrate and empathise with the needs of older people • Be able to demonstrate experience of managing and prioritising busy work loads • Be able to demonstrate experience of working in a customer facing environment • Ability to be able to work independently and as part of a team • Working within a customer service or housing environment • Working as part of a team • Be able to demonstrate a good working knowledge of co-ordinating activities that stimulate and increase customers feeling of wellbeing 	 	
<u>Skills and Behaviours</u> <p>Our team need to model our values and be VOCAL</p> <ul style="list-style-type: none"> • Are VISABLE • Take OWNERSHIP • Are CUSTOMER FOCUSED • Are ACCOUNTABLE • Are LEADERS 		
<u>Education and Qualifications</u> <ul style="list-style-type: none"> • Educated to GCSE level • Degree level or equivalent 	 	
<u>Other Requirements</u> <ul style="list-style-type: none"> • Full current driving licence • Ability to travel • High level of flexibility • Willingness to undertake qualification/training in running wellbeing activities 	 	