



Job Description: Bank Staff (Hoarding)

Job Title:	
Salary:	£10.85 per hour
Hours:	As and when required
Days and Times:	As and when required
Responsible to:	Project Manager
Main Location:	Working from Home
Status:	Temporary 2 years with options to review for future
Main Purpose of Job:	To assist adults with sorting through personal items to agreed plan and decluttering their homes.

1.0 Service Delivery

- 1.1. Receive referrals from the Hoarding Project Manager Attend with one other to work to given plan, as to how to assist adults with sorting through personal items and removing via agreement with adult items as delegated by the client
- 1.2. In case of difficulties, liaise with Project Manager immediately by telephone and if unavailable with nominated alternative
- 1.3. Providing relevant signposting to local services and provider agencies through Project Manager
- 1.4. Assisting the creation, and/or participation within new, or existing Mutual Networks of Support, in relation to local needs
- 1.5. Support the service manager in producing reports
- 1.6. Work in a flexible manner, including where required, during evenings and weekends for planned activities and outreach events

2.0 Data management and reporting

- 2.1 To comply with all relevant confidentiality and data protection policies and procedures including those defined by law
- 2.2 To accurately record and enter all client contacts/ case work using the CRM database CharityLog database and other paper/ digital systems to keep client and organisation data up-to-date and accurate
- 2.3 To collect and record relevant information for the purposes of monitoring & evaluation, service user outcome measurement, service improvement and quality assurance management
- 2.4 To produce reports and case studies as required by the partners and other key stakeholders

3.0 Development

- 3.1 Responding to Service Users enquiries and where these can't be addressed, recording this immediately

- 3.2 Building strong relationships with relevant stakeholders and partner organisations, ensuring understanding of the nature and purpose of the SILP service and professional boundaries to avoid duplication
- 3.3 Attending meetings as required by partnership
- 3.4 Contribute to the promotion of the service

4.0 General

- 4.1 To attend staff meetings, away days and other similar staff events.
- 4.2 To ensure all activities undertaken are carried out in line with Capable Communities vision, mission and values
- 4.3 To ensure that all activities are undertaken in compliance with Capable Communities policies and procedures, including in particular our equal opportunities, confidentiality, health and safety, safeguarding, volunteering, food safety, and information governance policies
- 4.4 All staff are expected to undertake their own administration and correspondence, including use of ICT, activity recording and reporting systems

5.0 Standards

- 5.1 The post holder will be expected to adhere to all Capable Communities policies and procedures in all aspects of their work
- 5.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.