

Role Description – Community Assistant



The Eventide Homes is just one of the estimated 1,600 plus almshouse charities in the UK. Founded in 1935, our Charity's aims are to enhance the quality of life of our older residents, who are in need, by providing safe, well-maintained homes upon attractive grounds with a vibrant community.

Set on an estate, consisting of 75 self-contained homes with a community hall, on the outskirts of Bournemouth, close to Castle Point Shopping Centre, with plenty of amenities. Governed by local Trustees, day-to-day is managed by a small team of staff. We're seeking a Community Assistant who will be the first port of call for all residents.

Role Title: Community Assistant

Reports to: Chief Executive Officer

Location: Edgecombe Gardens, Castle Lane West, Bournemouth, BH8 9TW

Role Context & Purpose: The Community Assistant is the first port of call for all residents. To be responsible for the day-to-day queries, by providing a professional service, which recognises the individuality and independence of residents. To represent the Charity and act as a catalyst to bring services to residents and integrate the Almshouse into the community. Ensuring compliance with all legal, statutory, regulatory requirements and Eventide Homes' policies.

The Community Assistant will carry out wellbeing checks and signpost residents to external agencies as required. Engaging with residents and supporting the community in accessing a programme of wellbeing and social initiatives, that help support and give a voice to issues affecting residents such as improved wellbeing and a reduction in loneliness.

This role will interact closely with all members of the staff team and trustees. A crucial part of this role is the ability to build and manage relationships with residents as well as a wide range of external partners ranging from statutory services, voluntary and community groups, carer's networks and others.

Key Accountabilities:

- Provide the day-to-day delivery of local services to residents that comply with the Charity's policies and procedures, creating an inspiring sustainable environment and a vibrant community.
- Carry out and record wellbeing checks, respond to emerging changes in circumstances, manage risk, respond to emergencies, and, signpost residents to external agencies as required.
- Liaise with General Practitioners, Social Services, relatives and other organisations on behalf of residents.
- Engage with residents and their families, supporting them to identify issues that are important to them and how they would like to resolve them. This may include issuing formal resolution documentation.

- Receive maintenance requests from residents to be actioned, liaising and arranging access with approved contractors.
- A lifeline call alarm system is operated 24 hours per day with the job holder expected to be available to deal with routine and emergency duties whilst on duty and may be required to attend the estate out of hours on occasion.
- Obtaining and maintaining a first aid qualification.
- Support residents accessing a programme of wellbeing and social initiatives, either during the day or of an evening or at the weekend on occasion.
- Develop relationships with partner agencies that provide wellbeing opportunities and links for residents with key community groups, local stakeholders and volunteers.
- To develop and implement procedures for the effective management of the hall as our plans develop for it to become a community hub.
- Ensure compliance with all legal, statutory, regulatory requirements and Eventide Homes' policies and procedures.
- Support effective budget control and compliance working with a small team of staff.

Knowledge / Skills / Experience required:

- Experience of working frontline customer service is essential. Working within the Almshouse sector, or within a similar housing environment, would be desirable.
- Experienced in supporting older vulnerable adults. This must also be evidenced through an enhanced DBS check (completed after offer of employment).
- A thorough working knowledge of Support Planning and assessing risk, and ability to work positively and creatively with residents whose needs can be complex and challenging.
- Ability to maintain confidentiality in dealings with members of the public and able to respect confidentiality.
- To have a working understanding of the safeguarding issues for vulnerable members of our communities, and managing risks associated with safeguarding.
- Ability to manage and build strong relationships with volunteers, service users, partners and external agencies.
- Skilled in upholding professional boundaries and demonstrates a high level of personal integrity.
- Demonstrate a strong commitment to Equality and Diversity all whilst maintaining a supportive and inclusive approach to vulnerable people, ensuring their dignity and respect is at the centre.
- Experience in innovating services designed and put into practice by, and delivered in collaboration with, residents.

- Experience in communicating effectively and sensitively, balancing your approach, in oral and written form to a wide range of individuals and organisations. The ideal candidate would also have experience in producing information/publicity material suitable for social media.
- Have strong organisational and planning skills, responding flexibly to changing demands, with a passion to deliver innovative services.
- Strong mathematical abilities, with a proficiency in budget monitoring, financial analysis and record keeping.
- Knowledge of housing and benefits advice.
- An understanding of property management and building repairs/maintenance.
- A knowledge of the importance of Health & Safety relating to estate management and housing.
- Have a basic knowledge or interest in gardening, plant care and content being outdoors in all weathers.
- Think practically and logically and produces high quality work, overcoming problems/issues to meet deadlines.

Salary and benefits:

- £27,900 per annum. Flexible working will be considered however, you must be able to commit to a minimum of 30 hours per week, with the salary reflecting this reduction in hours.
- Free Health Care.
- Free Life Assurance.
- Holiday starting at 28 days in addition to Bank Holidays, based on 37.5 hours per week.
- Auto enrolled Workplace pension scheme.
- Annual performance-related pay review.
- Free Eventide Homes polo shirts and a fleece jacket to represent the Charity whilst at work.

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