

Role Description



Role Title: Community Assistant
Reports to: Chief Executive Officer

Role Context: This is a new role; the Community Assistant will be 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.

Role Purpose: To work directly with residents, stakeholders and communities to foster services, to help support the Charity's duty of care, where residents are engaged, and delivering services that support ageing well.

Key Accountabilities:

1. 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.
2. Carry out and record wellbeing checks, respond to emerging changes in circumstances, manage risk and, signpost residents to external agencies as required.
3. Engage with residents and their families, supporting them to identify issues that are important to them and how they would like to progress them.
4. Support residents 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.
5. Develop relationships with partner agencies that provide wellbeing opportunities and links for residents with key community groups, local stakeholders and volunteers.
6. To develop and implement procedures for the effective management of the hall as our plans develop for it to become a community hub.
7. Deliver excellent customer service, including response and resolution of resident feedback.
8. Ensure compliance with all legal, statutory, regulatory requirements and Eventide Homes' policies.
9. Support effective budget control and compliance working with a small team of staff.
10. Positively representing the service, activities and older people more generally – tackling stigma and challenging negative stereotypes.

Scale and Scope of Role:

This role will make day to day decisions and will be expected to communicate with a range of stakeholders and are able to promote the positive aspects of the work in the community.

This role will provide operational support and ensuring residents are fully consulted.

To coordinate day to day management of the service by implementing and delivering excellent housing and support services, and high-quality performance.

Knowledge / Skills / Experience required:

Experience of working within the Almshouse sector, health or social care sector or within a housing environment.

Able to work with vulnerable adults, 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.

Commitment to resident engagement and sees values in services designed and delivered with residents.

Computer literate, literacy and good numeracy skills and ability to support the monitoring of budgets.

Knowledge of housing and benefits advice.

Maintain a first aid qualification and be able to respond to emergency situations.

To have a thorough understanding of the safeguarding issues for vulnerable members of our communities, and managing risks associated with safeguarding.

To understand professional boundaries and have a high level of personal integrity.

A strong commitment to Equality and Diversity and demonstrate a supportive and inclusive approach to vulnerable people always maintaining dignity and respect.

A motivated and committed self-starter with strong organisational skills; with a passion to deliver innovative services.

The ability to work collaboratively and communicate information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the recipient.

Thinks practically and logically and produces high quality work, overcoming problems/issues to meet deadlines.

Able to work flexibly including work outside normal working hours and to attend evening and/or weekend meetings, with a commitment to working with residents.

Good time management and able to work under pressure.

The ability to put new and innovative ideas into practice and adapt methods of delivery.

Communication and Working Relationships:

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.

Author

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