

# Team Member (Sheltered Housing)



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## **Overview**

The main purpose of this role is to enable the tenants to enjoy a valued life through meeting their needs as per their individual support plan. And to provide a varying range of personal and social care support to individuals within a sheltered housing setting.

### **We need you to:**

Housing support varies depending on the level of support required and the type of property. A general list of services provided are as follows: -

- Developing, reviewing and monitoring individual support plans to ensure needs are met
- Daily welfare check
- Supporting good relations between neighbours
- Promoting and encouraging tenants to organise and participate in social and learning activities, as well as supporting them to attend these
- Helping to arrange appointments with other relevant professionals
- Supporting and working with carers / relatives / friends in ensuring the individual's needs are met
- Assisting in dealing with letters, bills and benefit claims
- Promoting involvement in the development of the service, and ensuring links with the community
- Signposting to other relevant services
- Responding in the event of an emergency during your working shift
- Assisting with the security of the complex
- Supporting individuals to make contact and arrange repairs to the property
- Ensuring that all health and safety regulations are adhered to, including carrying out risk assessments, fire safety checks, alarm and emergency call system testing to provide a safe and secure environment at all times

### **Key ingredients of your role are to:**

#### **People we support**

- Be passionate about the delivery of great care and support focussed on helping people to live the life they choose
- Have a real passion to do the very best you can to ensure that the tenants and their families receive the highest quality of service
- Enjoy excellent, open and honest relationships with the tenants and their families while maintaining professional boundaries including adhering to the SSSC Code of Practice

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- Be flexible and responsive to each individual's changing needs
- Always make decisions that are in the best interests of the tenants
- Maintain enthusiasm and drive in achieving our charitable purpose

## People we employ

- Recognise individual strengths within the Team and work together to ensure an effective, collaborative approach
- Share your knowledge and expertise with your Team and the wider organisation, contributing to a motivated, proud and empowered culture
- Be welcoming and accessible to colleagues and take time to hear, see and recognise their contribution and points of view
- Have a positive attitude, be excited about working in an empowered culture and always seek to solve problems and remove obstacles
- Encourage and support new ideas brought forward by your team and colleagues in the wider organisation

## Partnerships

- Always promote the culture, ethos and purpose of Cornerstone
- Establish, develop and maintain strong relationships with the people we support, families, colleagues, external contacts, corporate & community partnerships and stakeholders
- Nurture any external network that benefits the organisation and ultimately the people we support

## Culture

- Ensure Cornerstone's Values are embedded and reflected in all you do
- Create and contribute to an environment where creativity and excellence thrives
- Be responsible for your own personal and professional development
- Use your pioneering spirit to inspire everyone around you

## Operating model

- Any improvement to keep systems and processes as simple as possible should be highlighted to the relevant colleague e.g. Branch Leader, Cornerstone Central Leads to free up your colleagues to focus on the people we support
- Always trust that your colleagues will do the right thing and act in the best interests of the people Cornerstone supports

## Technology

- Effectively use and embrace technology to enhance the effectiveness of the service you and your Team deliver
- Explore new technological opportunities that will compliment and enrich the service you and your Team deliver

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## **Person Specification**

- Educational Qualifications SCQF Level 5-7

You will also have obtained, or need to work towards, at least one of the following:

- SVQ Level 2 or 3 in a related discipline
- Qualification in specialist care provision such as childcare, autism, working with older people

It is important that you have the qualifications for the role but it is just as important that you can demonstrate that your experience, values and attitude compliment Cornerstone's Aim, Mission, Vision and Values.

## **We need you to bring:**

- A passion for delivering excellent person centred care and support
- A caring and professional attitude
- Brilliant communication skills; both written and verbal
- A positive attitude to problem solving
- Ability to work on your own initiative
- Ability to work collaboratively as a helpful, positive member of a Team
- Ability to carry out the physical demands of the role
- Confidence in the use of technology
- Excellent language and numeracy skills
- An understanding of working in an empowering, self-managing, coaching culture
- Excellent planning, organising and time management skills
- Ability to respond flexibly to emerging and changing circumstances

## **It would be great if you also have:**

- Previous experience of working in a sheltered housing or social care setting
- Experience of working in an empowering and coaching culture
- A sound understanding of professional accountabilities and responsibilities