

Job Description

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| Job Title | Project Assistant | Department | Riverside |
| Grade (if applicable) | D2 | Location | Specified Separately |

Job Purpose

To assist the provision of a housing and support service for Riverside's vulnerable clients ensuring at all times a professional and supportive approach is maintained. To assist in the day to day delivery of the service for supported schemes promoting client achievement through personalised support outcomes.

Accountabilities or "What You Have to Do"

- Act as an initial point of reference on the phone, or in a reception area as required.
- Assist in the provision of a comprehensive housing management and support service, including working with tenancy agreements and collecting rents and charges.
- Carry out day to day office administrative functions to ensure that all records and files are maintained and held securely and that the confidentiality of information is upheld.
- Have an awareness of the clients support needs, working, under direction, supporting clients to help them achieve their agreed outcomes.
- Contribute to the formulation and delivery of person centred support plans.
- Assisting clients with day-to-day support and tenancy issues.
- Using IT systems appropriately including adding updates to the Support Database.
- Advises management promptly of any signs of problems or concerns about a client.
- Recognises signs of distress in clients and identifies ways to reduce this.
- To correspond and liaise as necessary with external agencies on behalf of clients.
- Report repairs and maintenance needs behalf of the client following agreed procedures.
- Work in line with, monitor and report any discrepancies in health and safety standards within schemes.
- Address and report any issues of anti-social behaviour to a senior staff member.
- Ensure culture and diversity issues for the clients are considered at all times, and report any forms of discrimination.
- Promote and encourage a high level of client involvement, consultation and communication.
- To clean and prepare rooms as appropriate.
- To participate in a shift rota system that includes weekend working.
- Service delivery
- To understand your role within Riverside and be responsible for your contribution
- To understand the importance of a client led approach and be accountable for delivering your role in the most effective way
- Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring support is available across all schemes in the cluster
- Work as part of a team to deliver a high standard of service to our clients.

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- Ability to use appropriate IT systems and maintain professional and timely records.
- Attending appropriate training and development opportunities as required.
- To adhere to agreed Riverside policies and procedures.

Other duties

- To provide a high quality, customer-orientated service championing “Riverside Service Style” practices
- Constantly review work outputs, setting improvement targets and appraising individual performance
- Participate in the work of the Divisional team, encouraging innovation
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service
- To ensure compliance with Riverside’s Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality
- To actively promote Riverside locally.
- Any other relevant duties as required by the designated manager.
- To ensure compliance with Riverside’s safeguarding policies and procedures in every aspect of service delivery.

Knowledge, Skills and Experience

Essential

- Experience of working with vulnerable client groups.
- Experience of housing management and/or social care environment.
- To demonstrate IT Skills to include a basic proficiency in Microsoft Office including Word and Excel as well as a willingness to learn specific IT systems used within Riverside; and complete relevant IT training where required.

Desirable

- Cash-handling and administration experience
- Experience of staff/volunteer supervision
- Experience of working with people from different ethnic and cultural backgrounds
- Experience of working in a multi-disciplinary team

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Competency Framework

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| Deliver the Vision |
| <ul style="list-style-type: none"> Focuses on the company's goals, understands its direction and contributes to its overall success. |
| Focus on Performance |
| <ul style="list-style-type: none"> Takes ownership of the performance and development of themselves, supports the development of others. |
| Strive for Excellence |
| <ul style="list-style-type: none"> Continually looks for ways to improve the service provided by self, team and the organisation. |
| Be Commercially Minded |
| <ul style="list-style-type: none"> Aware of the need to add value to support economic, sustainable growth for the organisation. |

Additional Information

- The Group has offices across the UK and on this basis, there will be the requirement to travel to other locations to effectively perform this role.
- The role will be exposed to sensitive information, therefore the role holder is expected to maintain levels of confidentiality at all times.
- In order to fulfil the requirements of this role, you will be required to work flexibly during the hours of operation.
- The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Please note, apprentices must not hold a higher or degree qualification.

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