

Job Description

Job Title	Project Assistant	Department	Care and Support
Grade (if applicable)	D2	Location	TBC

Job Purpose

- To assist in the planning and delivery of a range of personalised support to customers, working with individuals and empowering them to achieve their goals and aspirations.
- To deliver an effective housing management service, including reporting repairs and maintenance issues as well as maintaining health and safety standards within the service.
- To assist in the day-to-day delivery of the service undertaking a range of administrative tasks and customer service responsibilities.
- To work as part of a staff team committed to delivering excellent customer focused support in a supported housing environment.

Accountabilities or “What You Have to Do”

Working with customers

- Assist with the planning and delivery of person-centred and asset-based support for customers, as well as the implementation of support plans.
- Adopt a psychologically informed approach to delivering support, empowering customers to have choice and control and to drive the support they receive.
- Develop an understanding of customers’ support needs, and support individuals to achieve their personalised goals and aspirations.
- Assist customers with day-to-day support requirements and tenancy related matters.
- Work alongside customers with a variety of complex needs and support requirements.
- Resolve difficult and challenging situations in a sensitive and informed way, balancing the needs of the individual with responsibilities for the safety of the service.
- Assist with the delivery of a range of group work sessions.
- Recognise any barriers to customer’s achieving their goals and empower them to identify ways to overcome these.
- Assist in the promotion of a high level of customer involvement and consultation.

Housing Management

- Assist in the delivery of an effective housing management service, including working with tenancy agreements and collecting rents and service charges.
- Encourage customers to report repairs and maintenance issues and take responsibility for reporting their own repairs whenever possible.
- Identify and report any concerns regarding property condition, hygiene or hoarding.
- Monitor and report any issues with health and safety standards within the scheme.
- Clean and prepare rooms as appropriate.

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Financial and Administrative duties

- Carry out day-to-day administrative tasks ensuring records and files are maintained, regularly updated and held securely.
- Regular use of IT systems including internal systems as well as Microsoft Office programmes, e.g. Word and Excel.
- Maintain and update information with regards to referrals and assessments.
- Maintain and update financial administration systems, including rent accounts, invoices, petty cash, and banking.
- Assist in collating and submitting information returns, including funding, health and safety and performance.
- Act as an initial point of contact on the phone, or in a reception area as required, dealing with a range of enquiries.
- Assist the Service Manager in the administration of the team rota.

Joint Working

- Communicate and work with external agencies on behalf of customers, as necessary and appropriate.

General

- Work as part of a staff team to deliver a high standard of service to our customers and meet the requirements of a rota system.
- Work with colleagues to ensure delivery of key performance indicators (e.g. voids and arrears) are being met.
- Appropriate use of Lone Worker system as and when necessary.
- Attend appropriate training and development opportunities as required.
- Actively participate in team meetings and attend regular supervisions.
- Actively promote Riverside locally and research local best practice / services on behalf of customers and the service.
- Adhere to all Riverside policies and procedures relating to your work including Safeguarding, Data Protection, Equality and Diversity, Health and Safety etc.
- Any other relevant duties as required by the designated manager.

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Knowledge, Skills and Experience

Essential

- An understanding of the barriers faced by vulnerable customer groups and individuals with complex needs.
- Demonstrating a positive, flexible and non-judgemental approach to supporting individuals on a daily basis.
- Good communication and interpersonal skills with individuals from a variety of different backgrounds.
- Good IT skills including use of Microsoft Office programmes, e.g. Word and Excel.
- A willingness to learn specific IT systems used within the organisation and complete relevant training where required.
- Able to work independently and use own initiative.

Desirable

- Experience of working with vulnerable customer groups.
- Experience of working with people from different ethnic and cultural backgrounds.
- Personal experience of homelessness, worklessness or mental health issues.
- Experience of working in a multi-disciplinary team.
- Cash-handling and administration experience.

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