

## Job Description

<b>Job Title</b>	Community Assistant	<b>Department</b>	Riverside
<b>Grade (if applicable)</b>	D2 (plus London Weighting)	<b>Location</b>	London Borough of Hackney

### Job Purpose

The Community Assistant is responsible for assisting in day-to-day delivery of support services to Riverside customers in a community setting, ensuring a professional and person-centred support approach is maintained at all times. The role involves agile working across a defined geographical area.

### Accountabilities or “What You Have to Do”

- Provide a high quality housing-related support services to customers in a community setting, which may include their own homes, local cafes, libraries and community centres.
- Act as an initial point of reference on the phone, or in an office area as required
- Carry out day-to-day office administrative functions to ensure that all records and files are maintained and held securely, and confidentiality is upheld.
- Contribute to the formulation and delivery of person-centred support plans alongside Customers and their Community Navigators to help customers achieve their agreed outcomes.
- Assist with day-to-day delivery of housing-related support, including life skills development, tenancy sustainment, health and wellbeing, signposting to appropriate agencies, and maximising independence.
- Deliver targeted community surgeries to groups of customers and 1:1 drop-ins, covering housing-related support topics such as: nutritional wellbeing, money matters, and building confidence and resilience.
- Promote and actively encourage customer involvement, consultation and communication.
- Recognise signs of distress in customers and identify solutions with the customer to help reduce this.
- Advise management of any signs of problems or concerns regarding a customer promptly in relation to their safety, well-being or other issues that may be impacting them..
- Work closely with external agencies, as necessary, on behalf of customers to facilitate joined-up working, and positive outcomes for customers.
- Follow all health and safety and lone working procedures, reporting any discrepancies, incidents, accidents and/or near misses to your Line Manager or to the relevant central function as advised on the procedures..
- Report any incidents of anti-social behaviour to a your Line Manager or a senior member of staff.
- Use IT systems appropriately, including updating our customer case-management system, ensuring all records are maintained in a timely and professional manner.
- Ensure culture and diversity is considered at all times when working with customers and all other individuals, reporting any forms of discrimination.
- Be pro-active to ensure you are clear of responsibilities, know what is expected of you and for what you are required to contribute to your role.
- Understand the importance of a customer-led approach and be accountable for delivering your role in the most effective way.
- Work as part of a team to deliver a high standard service to our customers.
- Attend appropriate training and development sessions to meet Riverside’s core competency standards

- Undertake personal development training, as necessary, to keep up-to-date with legal, political, financial and other developments in the fields of housing and customer service.
- Comply with Riverside's policies and procedures in every aspect of service delivery, including Safeguarding, Equality and Diversity, and Riverside Communication Style.
- Ensure all data is compliant with GDPR legislation and policies relating to data quality and security.
- Actively promote and champion Riverside and the services to external stakeholders locally
- Participate in the work of the regional team, encouraging sharing of best practice and innovation.
- Undertake any other relevant duties, as required by your designated manager.

### **Knowledge, Skills and Experience**

#### **Essential**

- Experience working with vulnerable customer groups e.g. people at risk of homelessness, individuals with learning disabilities and/or those with mental health needs.
- Experience of working in a social care environment
- Demonstrable IT skills, including a basic proficiency in Microsoft Office (Word, Excel), as well as a willingness to learn specific IT systems used within Riverside, and to undertake relevant IT training where required.

#### **Desirable**

- Group work facilitation skills
- Experience delivering housing-related floating support within a community setting