

## People Policies

### Job Description

## COMMUNITY SUPPORT ASSISTANT

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**REPORTS TO:** ASSISTANT MANAGER – HOUSING & NEIGHBOURHOOD SERVICES

**RESPONSIBLE FOR :** N/A

**SALARY GRADE:** 7

#### **JOB PURPOSE**

To provide a range of enhanced housing management services within a supportive environment in accordance with the Association's policies and standards for sheltered Housing.

#### **Main Duties**

- 1 To promote a dignified environment where residents are able to exercise choice and independence.
  - 1.1 To provide a supportive presence encouraging residents to be as fully active as is consistent with their needs and wishes.
  - 1.2 To help foster relationships and a sense of community in the development in accordance with residents' wishes.
  - 1.3 To liaise with family members in respect of residents' progress, consistent with requirements of confidentiality.
  - 1.4 To respond sensitively and appropriately to residents in event of illness, emotional circumstances, loss, developing medical or other conditions, by liaising with appropriate external agencies eg. the Social Work Department, Community Health Services and/or G.P. Services.
  - 1.5 To deal with residents' enquiries about tenancy conditions and assist with relevant support where required i.e. in complex or sensitive situations such as Housing Benefit queries or neighbour complaints.
  - 1.6 To encourage appropriate use of OT services including arranging for advice, assistance and installation of appropriate aids and adaptations which will enhance independence.

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- 2 To liaise with external agencies eg. Social Work Department, Health Board and Occupational Health in order to :
  - 2.1 Identify resident's needs or changes in needs and contribute to appropriate housing and care planning.
  - 2.2 Provide appropriate enhanced housing management services which are in line with the care plans for each resident.
- 3 To ensure that residents' records are maintained and updated as necessary, with due reference to the associations' standards for recoding practice and confidentiality.
- 4 To undertake administration and correspondence associated with the operations on the development.
- 5 To be in charge of the Sheltered Housing Complex and to ensure that services, including domestic services, are provided in accordance with the association's standards.
- 6 To work with older tenants at locations out with their regular work base.
- 7 To undertake other duties and responsibilities delegated by the Assistant Area Manager

#### Other

To comply with the Association's code of conduct and professional standards by behaving in a professional manner at all times.

To ensure all statutory and Association regulations are followed, including Health & Safety, in order to protect customers, employees and the business interests of the Association

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those described.