

JOB DESCRIPTION			
SERVICE AREA:	Customer Services	GRADE:	AR3
JOB TITLE:	Sheltered Scheme Assistant	CAR DRIVER:	Yes
REPORTS TO:	Assistant Chief Executive / Operations Manger Housing & Benefits	ESSENTIAL:	No
RESPONSIBLE FOR:	N/A	CASUAL:	Yes
LOCATION:	Buxton – hub for the service	WORK FLEXIBLY BETWEEN BOTH SITES	Yes

JOB PURPOSE

To assist with the day to day running of the older persons housing schemes at various locations across the High Peak.

To work flexibly across the Alliance/Scheme locations to ensure organisational and public service outcome are maximised and the aims of the Alliance are achieved.

POST HOLDER DUTIES

1. To support the proactive management of sheltered blocks including all aspects of health & safety and particularly fire safety.
2. To assist new and existing residents in understanding their obligations and responsibilities and in maintaining their tenancies
3. To promote social inclusion for all residents
4. To support all areas of service delivery and work flexibly across all scheme locations.
5. To ensure hygiene standards are maintained in the absence of the housekeeping staff.
6. Carry out such duties which the Assistant Chief Executive and Operations Manager may from time to time require. To maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

1. To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
2. To ensure confidentiality at all times in all matters relating to the work of both Councils.
3. To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
4. To carry out the above duties and responsibilities in accordance with written arrangements for health and safety and any safe systems of work identified by risk assessments.
5. To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
6. To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
7. To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
8. To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the Data Protection Act.
9. To adhere to and embrace the standards of behavior required under the Alliance values, CHOICE principles and code of conduct.
10. To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
11. To be deployed to carry out election duties during the working day as required.

JOB REQUIRMENTS

Transport Requirements	Driving required for travel to Alliance locations
Working Patterns	Hours as agreed with line manager. Some out of hours work may be required
Working Conditions	Office based with travel to Alliance locations
Resources	None.

Staff/Finance

Physical

DBS

Working to planned priorities

Enhanced DBS/ Designated First Aider.