

Job specification



Job title: Scheme Assistant

Service: Homes

Grade: G3

Reporting to: Senior Sheltered Accommodation Officer

Your job

As a scheme assistant you will ensure that the standards of cleanliness in our sheltered accommodation schemes are achieved and maintained and carry out cleaning duties which fall within your responsibility.

Alongside the scheme manager you will identify and assist with activities that will help residents to stay healthy, independent, remain confident and build resilience.

You will engage with residents within schemes and help them to achieve their ambitions and goals. The role will also involve providing advice and some low-level assistance to enable residents to maintain their independence.

The post holder may also be required to carry out and record building related checks; ensuring accommodation is managed and maintained to a high standard, reporting repairs and other building related issues as required.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Ensure all designated areas and fittings are cleaned to the required standards, frequencies and carry out specific cleaning tasks when required.
- To ensure adequate provision for refuse disposal from premises.
- To ensure that there is adequate cleaning stock in each of the schemes.
- To submit orders for cleaning materials as required.
- To report any repairs required for the protection of the buildings, staff and public including alerting to any faults to the wardn call and door entry system.
- To adopt safe working practices in line with current Company procedures and to undertake appropriate training in Health and Safety.
- Where required promote the benefits of technology to maintain independence and to keep residents fit and active
- Ensure residents feel safe and secure at all times
- Use an asset based approach with residents to connect them to communities and activities. Job specification
- Encourage residents to live healthy, independent active lives and remain socially connected

- Deliver the principles of The Deal working as one team within the Council and with external partner agencies
- Focus on early intervention and prevention identifying resident's individual barriers and take appropriate steps to address this through work with the scheme manager.
- Act as an ambassador for sheltered accommodation advising on the benefits of sheltered accommodation.
- Help the scheme manager to facilitate, organise and participate in activities and events that enable residents to live healthy independent lives
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Experience of working with older/vulnerable people.
- A good standard of literacy and numeracy including written communication skills, including the ability
- to maintain accurate records and inventories.
- Excellent interpersonal skills in particular the ability to have open and honest conversations with residents.
- The ability to handle and manage emergency situations in a calm and professional manner.
- Handle confidential information with tact and sensitivity.
- Able to work flexibly with colleagues as part of a team covering several sheltered schemes
- Ability to assist with the organising, facilitating and researching of activities, which will benefit the health and wellbeing of residents
- A positive approach to the service and the ability to act as an advocate to residents on technology which is available.
- Experience of administrative duties, keeping and maintaining accurate records, following procedures and using a computer on a daily basis (including Microsoft Office and bespoke systems and data basis) to facilitate this.
- Have access to a vehicle and travel to schemes across the borough as required or use public transport to travel to and from schemes to carry out daily role.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough