



APPRENTICE HOUSING & CARE ASSISTANT

-EXTRA CARE-

Job Description and Person Specification
April 2025

The Wrekin
Housing Group



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Apprentice Housing & Care Assistant

Responsible to: Assistant Housing & Care Manager

Job Purpose:

To work as a Housing and Care Assistant Apprentice in a ShireLiving environment to develop the skills and knowledge to achieve specified qualifications and progress your career in social care.

As part of this apprenticeship, you will be:

- Training to provide person-centered care and wellbeing support
- Training to ensure excellent customer service & community engagement
- Training to maintain safety, compliance, and quality standards

What you will gain:

- On-the-job training and mentorship from experienced care professionals
- A nationally recognised qualification in health and social care
- Practical experience in a real working environment, developing key skills in care and customer service
- Career progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

Key Responsibilities:

Wellbeing & Support

- Encourage residents to participate in activities that enhance their daily lives, such as outings, crafts, reading, and leisure pursuits
- Assist with wellbeing assessments, monitor concerns, and escalate issues as needed
- Provide person-centred care, promoting independence, dignity, and respect
- Support residents with personal care, meal preparation, and mobility assistance
- Respond to emergencies and provide appropriate support

Customer Service & Community Engagement

- Welcome residents, families, and visitors, ensuring a friendly and professional experience
- Handle phone inquiries, assist with queries, and communicate effectively with colleagues and tenants
- Assist customers with property registrations, bookings, and viewings
- Organise and support community events and social activities
- Offer guidance on health equipment and telecare solutions

Housing & Safety Responsibilities

- Report and document incidents of Anti-Social Behaviour
- Conduct health and safety checks, ensuring communal areas remain safe and hazard-free
- Support housing management, including tenancy support and property maintenance concerns



General Responsibilities:

- Comply with CQC regulations and company policies
- Maintain professionalism, confidentiality, and a proactive approach
- Uphold Health & Safety, Equal Opportunities, Safeguarding, and Data Protection policies
- Take responsibility for personal development and engage in training opportunities

Person Specification

Apprentice Housing & Care Assistant

Qualifications:

- A commitment to work towards any relevant framing and qualifications is required within this role
- Written and verbal communication skills are essential

Who we are looking for:

No prior experience is needed—just a positive attitude and a willingness to learn! We are looking for someone who is:

- Caring and empathetic, with a passion for helping others.
- Good communication skills with the willingness to engage with tenants, families, and colleagues.
- Reliable and responsible, taking initiative in daily tasks.
- Adaptable and proactive, willing to work flexibly to meet residents' needs.
- Has sufficient IT knowledge to be able to access relevant systems
- Willingness to follow policies and procedures
- Has a positive and helpful attitude to residents and staff

Values:

Our values (as detailed below) allow us to deliver excellent housing/care and support services to our customers. Therefore, all employees must demonstrate and apply the understanding of our workplace values at all times during their employment.

Caring – Employees must place individuals at the heart of the care, ensuring services are delivered with empathy, dignity, respect, inclusivity and integrity at all times.

- Have a person-centred approach and be able to consider people's desires, values, family situations, social circumstances, and lifestyles and take a collaborative approach to focus on their needs
- Respecting someone's choices or opinions, ensuring people are empowered and involved in decisions that affect them and seeking their views
- Respect others by showing regard to people's ability, worth, feelings and views
- Remain dignified by treating people with kindness, honour, understanding and preserving their self-worth
- Act with integrity, honesty, transparency and fairness within all interactions and activities
- Have an inclusive approach by appreciating the differences in others and value everyone

Compassion – Employees require a level of consideration, patience, empathy and understanding towards others, people's situations and their needs.

- Demonstrate patience, acceptance, tolerance by remaining calm when dealing with challenging, frustrating or slow situations
- Use empathy and understanding for the feelings of others, and responding to their needs and concerns
- Consider others by being attentive to their needs, and addressing issues promptly
- Be authentic and consistent with what you say and do
- Use tolerance to understand that each person has their own identity, needs, wishes, choices, beliefs and values
- Be adaptable and always look for ways to empower people to do as much as possible for themselves, giving them a voice and control of their own actions or choices

Communication – Employees should always listen carefully, speak to people and act in a way that the person can understand.

- Show warmth and polite, use non offensive, positive and appropriate communication
- Demonstrate confidence by being realistic about your own abilities to feel positive about dealing with challenging situations
- Take time to actively listen with an open mind and not being judgmental to the views and needs of others
- Use initiative to adapt the style and approach to create better opportunities and provide quality care services
- Handle confidential and sensitive information with discretion and do not discuss this information with others
- Always work to agreed standards of quality

Courage – Employees must be able to try new things without any fear to improve the quality of care as well as be able to raise any concerns proactively.

- Demonstrates a full awareness and ability to adhere to professional boundaries, to protect customers and themselves from physical, emotional or any other type of harm
- Use resilience to regulate your emotions, view challenges as learning opportunities and focusing on what you can control
- Speak up when it matters
- Show a keen interest to strive for the highest standards in all activities, encouraging ongoing improvement and innovation
- Being a champion and role model of these values to build trust with your teams and services
- Celebrate success and be proud of what is achieved

Commitment – Employees must be able to provide a positive care environment, with flexible and a proactive approach to our customer's needs, helping to make each day special. Working collaboratively with colleagues and be accountable for providing services that make a positive difference to people's lives.

- Have a positive approach to care and give your all to caring for others
- Be willing to be flexible to change and try different things that will lead to improvements in care services
- Have a proactive approach to delivering care, taking responsibility to act or make decisions to achieve a goal independently
- Have a level of self-awareness and recognition of any limits of competency and show a desire to continue with professional development
- Uphold strong work ethics, showing accountability and responsibility for own actions
- Work collaboratively to help each other to achieve common goals

Competencies to achieve:

- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services