



**HOUSING & CARE  
ASSISTANT**

**Extra Care**

Job Description and Person  
Specification

January 2025

**The Wrekin**  
Housing Group

## The Wrekin Housing Group

### Housing & Care Assistant

#### **Responsible to: Assistant Housing & Care Manager**

This is a broad outline of what is expected of the post holder:

#### **Key Objectives:**

- To show commitment to the mental and physical wellbeing of people who use our care and support service by helping them participate in daily activities of their choice such as day trips, recreational/ leisure activities, crafts, reading, writing
- To welcome residents, family members and all external visitors to the Group premises, ensuring all customer requests are dealt with efficiently. Take incoming phone calls; deal with queries and liaise with team members and customers
- To take the initiative in assisting customers who wish to register on the Groups' letting system and to assist in booking and coordinating viewings for potential customers
- To effectively communicate with our customers, assisting in carrying out wellbeing assessments, monitoring any concerns and reporting these accordingly
- To report and record any Anti-Social Behaviour as well as reporting of any Health & Safety checks in line with the guidance
- To empower independence by providing person centred care and support services of the highest quality that enables tenants to live independently in their own home
- To take accountability and responsibility to work within the Groups regulatory standards and the standards that are set out and regulated by the Care Quality Commission
- To collaborate as a team and respond proactively and flexibly to create better opportunities and provide quality care services to tenants and visitors and contribute towards creating a vibrant community within the ShireLiving Scheme
- To ensure that all communal areas are cleaned and are kept and free from hazards and any health and safety concerns are reported

#### **General Responsibilities:**

- Work collaboratively to help the team achieve its goals and encourage ongoing improvement, ensuring that everything we do is aligned to our values (Care, Compassion, Commitment, Courage, Communication) and in accordance with any regulatory standards or regulations relating to the provision of Care and Housing
- To support and adhere to the Group's key policies, including Health and Safety, Equal Opportunities and Diversity, Safeguarding, Privacy and Data Protection and Food Safety
- Show commitment by taking responsibility for your growth by learning, sharing, and collaborating with others
- Have a proactive and positive approach to delivering care, taking responsibility for tenants and customers with dedication and a problem-solving mindset

- Maintain professionalism and confidentiality at all times

## Care and Support

- To develop respectful and trusting relationships with tenants and show a commitment to encourage them to express their needs, views and concerns whilst maintaining person centred care and promoting their independence
- To respect a tenant's right to privacy and ensure that their dignity is maintained at all times
- To be flexible and responsive to the needs of tenants as directed by their individual care plan
- To advise and support tenants in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home
- To enhance the confidence and coping abilities of tenants through encouragement and positive feedback
- To assess the needs of tenants and keep all relevant parties informed about the well-being of tenants through monitoring and reporting, noting any changes in health and social circumstances
- To provide all aspects of personal care with dignity and respect including but not limited to toileting, washing, bathing, dressing and assistance with the preparation of meals, drinks and snacks and ensure that this is accurately recorded in the care plan
- To respond to planned and emergency care. This will also include responding to emergencies and calls for assistance made by tenants/customers via the alarm system and provide the most appropriate form of assistance/care
- To ensure and promote inclusivity and treat all tenants/customers with dignity and respect and recognise any individual requirements associated with race, culture, religion, health and well-being
- To show commitment and proactively update care/support plans with confidence, using the appropriate administrative systems
- To assist tenants /customers in maintaining their independence, by encouraging their involvement in decisions affecting all aspects of their life and in-scheme and community based social and leisure activities
- To encourage and respond to requests from tenants for additional 'lifestyle services', including but not limited to, laundry, befriending, shopping, and health appointments
- To have the courage to report all concerns regarding a tenants/customer's health and/or well-being in line with policy and procedure
- To actively engage and clearly communicate with tenants, families and other agencies professionally to ensure care delivery is person-centred

## Customer Service


- To be responsible for ensuring that tenants and visitors receive excellent customer services at all times
- To work as part of a team to plan, organise social activities and events for tenants to take part in and enjoy
- To carry out welfare checks politely and respectfully, showing dignity and patience to tenants and assist with administrative tasks
- To assist and advice on health equipment or telecare that can assist with independence and wellbeing monitoring. (Falls pendants, bed sensors, vibrating smoke detection)
- To assist the catering team with front of house activities and food preparation
- To work positively, politely and professionally to resolve customer requests for service, reporting complaints, taking responsibility for ensuring that they are kept fully informed about progress
- To provide information and be confident to advice to customers on all aspects of services delivered in the ShireLiving Scheme
- To have the confidence and courage to report any concerns of potential abuse of a service user in line with The Group's Safeguarding Policy
- To confidently complete any necessary paperwork in relation to incidents that occur and update systems accordingly
- To assist the Housing and Care Manager to deliver a compressive housing management service, income management, management of empty homes and the dealing with any tenancy management and anti-social behaviour

## Cleaning of Communal Areas

- To clean all areas of the building as deemed appropriate, including (but not exclusive to) empty properties before re-letting, communal rooms, kitchens, bathrooms, bedrooms, offices, corridors, toilet areas, halls, meeting rooms and guest suites
- To safely operate electrical cleaning equipment in designated areas when required
- Regularly sanitising and wiping all touch points, edges and ledges

## OTHER:

- Job holder will be required to work shift patterns, weekends and public holidays and have a willingness to work outside of normal working hours in an emergency
- Full UK driving license is desirable but not essential
- To work at other locations when required

- 
- Minimum age of 18
  - Enhanced DBS will be required

**THE WREKIN HOUSING GROUP**  
**PERSON SPECIFICATION**  
**HOUSING AND CARE ASSISTANT**

**QUALIFICATIONS:**

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

**KNOWLEDGE, SKILLS AND EXPERIENCE:**

**Essential**

- Experience of/ability to demonstrate the understanding of the varying needs of our customers including but not limited to, any disabilities, complex care and support needs around dementia and end of life care.
- Polite and respectful communication
- Basic IT, literacy and numeracy skills
- Effective interpersonal skills and ability to work as part of a team
- Ability to work unsupervised and follow policies and procedures
- Ability to remain calm and use initiative in an emergency
- Ability to be responsive to other people's needs
- Have a positive attitude and behaviours towards our customers
- Willingness to work flexibly according to the needs of the service and residents
- Embrace Equality, Inclusion and Diversity

**Desirable**

- Experience of working with vulnerable adults in a care and /or support role
- Experience of individual care planning/personal care role
- Experience in providing housing related support to vulnerable people
- Experience of cleaning and carrying out domestic tasks
- Experience in managing a household budget

## **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

**Key regulatory responsibilities and duties of the role:**

<b>Responsibilities:</b>	<b>Responsible to &amp; Key legislation</b>
Supporting with the Housing and tenancy management for 50-140 tenancies and 50-280 tenants (scheme dependant)	Regulator for Social Housing
Providing tenancy management support & associated support for over 250 hours of delivery per week	Care Quality Commission
Approximately 100-300 hours of care delivery (scheme dependant)	Health & Safety Executive
Maintaining the communal facilities for both internal and external customers, hosting or supporting events and ensuring a thriving café	Food Standards Agency
Ensuring the building compliance remains fully compliant at all times with building safety regulations and reporting any issues as and when they arise	Building Safety Act 2022
Reporting and recording any ASB concerns as required. Show rounds of properties to potential customers, supporting with sign-ups as required	Safeguarding Vulnerable adults act 2006
Signposting to housing benefit, council tax, money matters, supporting with any other financial related queries for customer as required	Fire Safety Act 2021 & Fire Safety Regulations (England) 2022
Supporting with tenancy meetings as required.	All individuals will be required to complete any training as deemed necessary in line with our regulatory bodies
	Social Housing Regulation Bill 2023