

## Job profile

<b>Job title:</b> Neighbourhood Assistant	<b>Responsible to:</b> Independent Living Lead
<b>Post no:</b>	<b>Salary grade:</b> E
<b>Responsible for:</b> N/A	<b>Behaviour level:</b> 1 – All colleagues

### **Purpose of the job:**

As Neighbourhood Assistant, you will be the go-to person and advocate for our older persons services. You will complete regular Health & Safety checks to ensure our sheltered housing schemes are safe and will work with the wider neighbourhood team to deliver a great customer experience across our communities.

### **Key accountabilities:**

1. To provide a comprehensive older person's service to customers. This will primarily include welfare calls, scheme H&S checks, monitoring of alarms, and liaison with partner agencies who provide support and advice to our customers.
2. To support the letting of homes and garages in accordance with our policies and procedures, ensuring that our Service Standards are delivered, and customers receive an excellent service.
3. To be responsible for regular and effective communication with our older customers and their representatives, ensuring they are afforded the opportunity to shape the delivery of services.
4. To promote the uptake of digital services and help customers access our services online, ensuring new customers have an account and can provide pre-tenancy information to SLH via the customer portal.
5. To actively manage neighbourhood management casework, ensuring fire risk actions, communal area checks, ASB incident support, and property access requirements are completed within agreed timeframes.

6. To support the response to emergencies such as fire or flood in our homes or on our estates including arranging temporary decants and liaising and coordinating with partner organisations.
7. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
8. To ensure that Health, Wellbeing and Safety policies and procedures are adhered to, to deliver effective and safe services and operations.
9. To ensure you work in accordance with legislative, regulatory and financial requirements in relation to your role at all times.
10. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title</b> Neighbourhood Assistant		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
5 GCSE's or equivalent	E	AF
<b>Knowledge, skills and abilities</b>		
An understanding and developed working knowledge of computer systems including Excel, Word and Teams	E	AF/I/ST
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH	E	I
Able to communicate clearly (both in writing and verbally) with small groups	E	AF/I
Shows a commitment to ongoing personal development and training	E	AF/I
Able to take responsibility for their own actions and use an approach which does not judge other people	E	AF/I
Able to deal with customers inside and outside SLH in a professional way, both in person and over the phone	E	AF/I
Has a good understanding of customer care, which is practical and up to date	E	AF/I
Able to use their own initiative and work as part of a team	E	AF/I
Can adapt to changing situations	E	AF/I
Manages time well and helps other people to do so	E	AF/I
Able to prioritise their workload to meet deadlines	E	AF/I
Understands how housing associations function effectively	D	AF/I
Full driving licence	E	AF
Is a role model to colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
<b>Experience</b>		
Front line experience of dealing with customers	E	AF/I
Working in partnership with other agencies	E	AF/I
<b>Values and behaviours</b> - <i>It's not just about what we do, we believe it's how we do it too...</i>	E	I

<p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>		
	<p>E – Essential D – Desirable</p>	<p>AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave</p>
<p><b>Please note:</b> No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Head of Neighbourhoods</p>		
<p><b>Review date:</b> May 2024</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		