

JOB DESCRIPTION

Scheme Assistant

(Supported Housing)



February 2018

Department: Community Services
Location: Supported Housing
Responsible to: Co-ordinator, Assistant Co-ordinator

Purpose of post

- To ensure all communal areas are clean, hygienic and tidy.
- To assist the care and housing teams in ensuring the smooth operation of the development in accordance with policy and procedure.
- To provide a warm friendly and safe environment for tenants, and to support the delivery of meals service and social activities within the development

Main Responsibilities of the post

Cleaning and maintenance of development

- Follow cleaning schedule, carry out cleaning and general domestic tasks in the communal areas of the development, including external areas.
- Monitor stock of cleaning materials, manage the re-ordering of stock as required.
- Carry out regular checks on all internal and external communal areas ensuring any property defects are recorded and reported to Eildon as required.

Maintenance of systems and repairs

- Carry out tests on equipment and record regular maintenance checks throughout development as required including legionella prevention process, fire panel test, fire appliances, fire doors and emergency exit ways check, emergency lighting, communal call system test.
- Log and process repairs and maintenance required on equipment used and any repairs and maintenance required in communal areas.
- Liaise with local staff, Eildon property maintenance staff and contractors as required.

Tenant engagement

- Support the delivery of the meals service including food and meal ordering.
- Support tenants to complete menu choices.
- Liaise with tenants and local staff in the planning of social activities.
- Provide practical support in the delivery of social activities. Prepare for communal events, set up areas for events and tidy away afterwards.
- Stimulate and encourage communal activities and contact between tenants and local community.

General administration

- Manage and complete all necessary records/logs pertaining to the cleaning, meals service and general maintenance of the location.
- Handle and process general tenancy related enquiries from tenants, tenants' representatives, visitors, contractors as required.

General

- To be aware of current Health and Safety Policy and to take responsibility for establishing and maintaining a safe and healthy environment for yourself, tenants, staff and visitors, implementing Association policies and procedures and conducting risk assessments to support this.
- Ensure the maintenance of confidentiality at all times in respect of matters pertaining to the Association.
- Afford equal opportunity and access to all users of the association's services and those involved in its delivery in accordance with the Association's Equalities policy.
- Undergo training as necessary to maintain high quality standards of work.
- Undertake any other duties appropriate to the post as directed by the Supported Housing Co-ordinator.

PERSON SPECIFICATION

Scheme Assistant

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This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

	Essential / Desirable
<p>Experience</p> <ul style="list-style-type: none"> • 6-12 months experience of providing a cleaning service to a high standard • Working with older people 	<p>Essential</p> <p>Desirable</p>
<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Domestic, laundry and catering skills • Ability to work as part of a team • Ability to work unsupervised • Ability to maintain confidentiality at all times • Working knowledge of health and safety issues • Working knowledge of food hygiene principles 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Personal Attributes</p> <ul style="list-style-type: none"> • Sensitive approach to residents • Positive outlook • Flexible approach 	<p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Good general state of health • Sufficient physical strength and stamina to undertake duties 	<p>Essential</p> <p>Essential</p>

CONDITIONS OF SERVICE

Scheme Assistant

(Supported Housing)



April 2025

Department: Community Services
Location: Riverside House, Peebles

SALARY

The salary applicable to the post is Care / Manual Grade A
Grade range: £23,400 (£16,848 pro-rata)

Eildon is a Living Wage employer. The salary for this post is the equivalent of the current Living Wage of £12.60 per hour.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six month probationary period.

ALLOWANCES

Business Mileage Rates, currently 45p per mile, are payable for staff using their own vehicle on Association business.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

HOURS OF WORK

27 hours per week – Monday to Friday. Monday, Wednesday and Friday 9am until 2pm and Tuesday and Thursday 9am until 3pm

LEAVE

The leave year runs from 1 April to 31 March. The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per leave year of service up to a maximum of 5 days. Leave for part-time staff is in proportion to hours worked.

SICKNESS ALLOWANCE

All permanent employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon: One calendar month, subject to statutory minimum
By the Employee: One calendar month

PROTECTING VULNERABLE GROUPS (PVG) SCHEME

This post involves working with vulnerable adults and therefore registration with the PVG Scheme is required. Eildon will pay for PVG registration. However, if you leave Eildon employment within the first six months you will be required to repay the cost of registration.

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work affects the performance of their duties with Eildon.