

EAST BORO HOUSING TRUST

JOB DESCRIPTION

Post

Relief Supported Living Support Assistant – Learning Disability/Mental Health Supported Living Services

Responsible To

Supported Living Support Officer and Support Living Coordinator –Supported Living Services

Purpose

- 1) To provide an efficient supported living service to tenants who have a learning disability/mental health condition. To comply with all relevant legislation, the seven principles of conduct and the policies and procedures of the Trust.

These duties include for all East Boro Supported Living Housing Units:-

Support Duties

- 1) To ensure all East Boro Supported Living properties/schemes are provided with an efficient support service.
- 2) To ensure all tenants receive support to complete and implement their individual support plans. To assist with the delivery of the support plan and to provide general support including assistance with shopping, accessing community facilities, medical appointments and other activities as directed by the Service Support Officer/Coordinator to support tenants to maintain their tenancies.
- 3) To support individuals to access their places of worship if required and to support them to follow their cultural/religious beliefs in their daily living.
- 4) To liaise with Statutory, Voluntary and Business Agencies as required to ensure 1) and 2) above are achieved as directed by the Service Support Officer/Coordinator.

- 5) To ensure tenants receive and are satisfied with the services specified within the tenant's handbook and their tenancy agreement.
- 6) To consult with tenants on service issues and implement the East Boro Housing Trust tenant participation policy and to attend scheme house and staff meetings as directed by the Service Support Officer/Coordinator .
- 7) To liaise with friends and relatives of tenants where tenant has given their consent.
- 8) To report repair orders and identified equipment failures to the Service Support Officer/Coordinator immediately they are identified.
- 9) To ensure that the grounds and internal facilities are at a safe level at all times.
- 10) To undertake scheme fire safety checks and to organise and assist tenants with fire drills as directed by the Service Support Officer/Coordinator.
- 11) To welcome and introduce new tenants to properties and support them with their transition.
- 12) Assist the Service Support Officer/Coordinator to ensure that assessments are undertaken when appropriate and that these are recorded to a high standard.
- 13) Assist the Service Support Officer/Coordinator to investigate complaints as required.

Administration Duties

- 1) To deal with tenant/relations enquires.
- 2) To record information in line with Tenant Support Plans and East Boro Housing Trust's Recording and Reporting guidelines.

General Duties

- 1) To attend staff meetings as requested by the Service Support Officer/Coordinator.
- 2) To deal with housing emergencies outside of office hours if requested by the Service Support Officer/Coordinator.
- 3) To promote the East Boro Housing Trust and its work in the community and in all areas of its operation.

- 4) To attend forums, meetings and conferences as and when directed by the Service Support Officer/Coordinator.
- 5) To communicate clearly with other staff, managers, tenants, customers and all other agencies and interested parties.
- 6) To undertake any other general or support/supported living duties commensurate with the post as requested by the Service Support Officer/Coordinator .

Equal Opportunities

To comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy.

Data Protection

To comply with the terms and conditions of the 1984 & 1998 Data Protection Acts.