



JOB DESCRIPTION

Job Title: Personal Assistant / Warden

Job Summary: **Personal Assistant:** To support clients with mental health issues (or potentially learning disabilities) in their own homes, so that they may live in the community as independently as possible.

Warden:

- To support tenants to maintain their tenancies
- To ensure the safety and security of the property and its tenants.
- To provide intensive housing management tasks.

Hours of Work: Variable (Zero hours contract)

Leave: 25 days per annum (pro rata dependant on hours)

Responsible to: PA Service Manager / Scheme Managers

Main Duties:

Personal Assistant:

- To provide emotional support.
- To accompany clients to appointments such as doctors, dentists, hospital - waiting with them and ensuring they get home safely.
- To support clients to visit friends, attend social events, go shopping or otherwise participate in cultural, leisure or informal learning activities.
- To support clients to carry out light domestic tasks in the home and garden. Where more substantial assistance is needed, to support the client in making arrangements for this.
- To ensure clients are aware of other services, organisations and opportunities in relation to education, volunteering, employment and leisure.
- To support clients with financial management and budgeting, including applying for welfare benefits and in paying household bills.

- To support clients in planning, shopping for and preparing nutritionally and culturally appropriate meals.
- To keep accurate and relevant records as required by the line manager.
- To maintain effective communication with the PA Manager, who retains responsibility for the running of the service.

Warden:

- To ensure tenants are aware of their health and safety responsibilities and to encourage them to report any concerns.
- To ensure communal areas are free from hazards.
- To carry out fire drills and test alarms and emergency lighting in line with agreed procedures (if applicable)
- Assist in the completion of risk assessments and fire risk assessments, and familiarise self with the contents of these.
- To report promptly any maintenance issues to the office.
- To ensure the availability of cleaning materials for the communal areas.
- To ensure the property is maintained in a good condition both internally and externally.
- To monitor the quality of work carried out by the handyman / external contractors, reporting any concerns to the office.
- As far as practicable to have regular contact with tenants, reporting any concerns regarding their wellbeing to the Senior Support Worker or Team Leader.
- To report to the Senior Support Worker any antisocial behaviour perpetrated by Tenants.
- To support tenants if required to make a complaint and record and promptly pass on any complaints to Support Worker or Team Leader.
- To assist the tenants as required in maintaining a service from utility providers.
- To communicate effectively, completing the handover book on a daily basis.

General:

- To work as part of a team.
- To adhere to the agreed rota.
- To work in accordance with the conditions, policies and procedures of Norton Housing and Support including abiding by the Confidentiality Policy and Lone Working Policy.

- To attend Supervision sessions and Team Meetings as agreed with the PA Manager.
- To carry out any other reasonable duties as required by the PA Manager, Scheme Manager or Team Leader.

June 2018