

CYMDEITHAS GOFAL THE CARE SOCIETY

JOB DESCRIPTION

Post: Emergency Accommodations Officer

Based: Aberystwyth

Responsible To: Emergency and Supported Accommodations Manager

The main objectives of the post will be:

To be responsible for day to day practical support in order to ensure successful delivery of The Care Society's temporary accommodation provision including:

- Administration & delivery of the Care Society Temporary Accommodations Projects
- Compliancy with health and safety standards within projects
- Liaison with external organisations in relation to service delivery

Role & Responsibilities:

The Emergency Accommodations Officer will work under the direction of the Emergency and Supported Accommodations Manager in carrying out the following duties and responsibilities:

Night Shelter & Temporary Accommodation

- Monitoring & Management of rent and service charges
- Ensure all properties are maintained to a high standard
- Undertake practical tasks including furniture collection and delivery, property or room clearance, cleaning, laundry, decorating and light gardening duties

Staff & Information Management

- Arrange and attend team and external meetings
- Ensure good teamwork and communication between staff and departments
- Maintain projects information and service user files in line with General Data Protection Regulations (GDPR)

Service Delivery

- Ensure appropriate monitoring and outcomes information is collected
- Ensure health and safety aspects of service delivery are covered
- Keep records of all information and correspondence pertaining to the projects
- Work on a flexible basis to suit the needs of the projects and organisation

Public Relations

- Liaise with the Local Authority and external organisations, maintaining a high level of communication

Other Duties & Responsibilities

- Represent The Care Society positively and professionally at all times
- From time to time you will be expected to participate in manual activities. While not essential, a car license would be beneficial for the role
- To undertake any other duties as may be required by The Care Society

General Care Society Responsibilities:

- The Care Society is fully committed to the active promotion of equality and diversity in its capacity as an employer and in the provision of all its services. It is the individual responsibility of each staff member to ensure the application of this Policy.
- Under the Health and Safety at Work Act, all employees are required to take care of their own health and safety and that of other employees and members of the public, and to co-operate with the Society in complying with their statutory duties.
- Strict adherence to confidentiality, particularly regarding personal details of staff, service users and tenants is of paramount importance.
- Communication and teamwork is a vital aspect to the success of the Society's work. Consequently all members of staff are contracted to attend regular team and organisational meetings as directed.
- To contribute to the development and promotion of the projects and further initiatives within the Society.

Whilst this job description is indicative of the range of current duties and responsibilities of the post holder, it is not comprehensive. It is inevitable that the duties will change as the role develops and it is essential therefore that it should be regarded with a degree of flexibility, so that changing circumstances can be met. As the scheme develops, the job description will be reviewed with the post holder.

Person Specification using Competencies

Emergency Accommodations Officer

Competency	Essential	Desirable
Team Work	Ability to contribute equally and effectively to a team and to work cooperatively within a team	
Working with others	Is non-judgmental and builds good working relationships with service users and staff at all levels	
Customer Focused	Delivers excellent customer service and makes decisions based on an understanding of diverse needs	
Integrity	Trustworthy, diligent, reliable, objective and maintains confidentiality at all times	
Interpersonal Skills: Verbal Communication	Communicates openly and confidently, developing a good rapport	Ability to speak in Welsh
Ability to work under pressure	Presents a calm and competent image and is able to function effectively in a busy, stressful environment. Able to work on own initiative with a, "right first time" approach.	
Flexibility & Adaptability	Willingness & ability to adapt to changing circumstances and to work unsociable hours and periodic bank holidays	
Computer Skills	Computer literate with good working knowledge of MS Applications	
General Requirement		Full driving Licence / Car Owner. Has own tools, basic maintenance equipment Knowledge of COSHH, Fire and Emergency Lighting Control Systems. PAT Testing qualification
Health and Fitness	Due to practical nature of role – the candidate must be able to use a ladder, and lift heavy loads.	
Attitude	Possesses a positive, "can do" attitude	