

## **JOB DESCRIPTION**

**JOB TITLE:** Project Assistant

**PURPOSE:** To assist in the provision of housing management services for Burton YMCA ensuring that at all times a professional and supportive approach is maintained. Assist the team with the day-to-day delivery of the service whilst assisting clients in achieving their personalized outcomes.

**RESPONSIBLE TO:** Night Support Supervisor

### **1. DUTIES AND RESPONSIBILITIES**

- To clean and prepare rooms / project as appropriate.
- Keep up to date with laundry duties for the rough sleeper's provision.
- Issue and record and collect, foodbank food parcels and donations.
- Carry out safe and well checks where appropriate.
- Act as an initial point of reference on the phone, or in a reception area as required.
- Assist in the provision of a comprehensive housing management and support service, including working with license agreements and ensuring rents and charges are collected.
- Carry out day to day office administrative functions to ensure that all records and files are maintained and held securely and that the confidentiality of information is upheld.
- Have an awareness of the clients support needs, working, under direction, supporting clients to help them achieve their agreed outcomes.
- Contribute to the formulation and delivery of person-centered support plans.
- Assisting clients with day-to-day tenancy issues.
- Using IT systems appropriately including adding updates to files and databases.
- Advises management promptly of any signs of problems or concerns about a client.
- Recognizes signs of distress in clients and identifies ways to reduce this.
- To correspond and liaise as necessary with external agencies on behalf of clients.
- Report repairs and maintenance needs on behalf of the client following agreed procedures.
- Work in line with, monitor and report any discrepancies in health and safety standards within schemes.
- Address and report any issues of anti-social behavior to a management.
- Ensure culture and diversity issues for the clients are considered at all times, and report any forms of discrimination.



- Promote and encourage a high level of client involvement, consultation and communication.
- To comply with all YMCA Burton policies and procedures and be fully committed to safeguarding and equality when carrying out duties.
- To contribute to the overarching aims and work of the YMCA as required.

**2. Service Delivery**

- To understand your role within Burton YMCA and be responsible for your contribution.
- To understand the importance of a client led approach and be accountable for delivering your role in the most effective way.
- Working as part of a multi-disciplinary staff team by providing cover for planned and unplanned staff absence, ensuring support is available across all projects.
- Work as part of a team to deliver a high standard of service to our clients.
- Ability to use appropriate IT systems and maintain professional and timely records.
- Attending appropriate training and development opportunities as required.
- To adhere to agreed Burton YMCA's policies and procedures

**Scope and Limits of Authority**

The postholder will liaise and work effectively with the Support Team.

Job Description agreed on ..... by:

Postholder's signature

Line Manager's signature

## **Person Specification/Key Competences**

### **Knowledge**

Good inter-personal skills required, to be able to work with a wide range of vulnerable clients.

Confidence to deal with difficult situations.

Ability to have a positive impact as part of a multi-disciplinary team.

Committed to continuous development of own skills and knowledge, and to undertake training relevant to the role.

Able to be flexible in approach to responsibilities and working hours.

A commitment to high quality client service.

### **Experience**

Experience of working in a customer service environment

Experience in working in out of hours services

### **Skills/Abilities**

- Good inter-personal skills to work with a range of vulnerable clients.
- Good communication skills, both verbal and written.
- Able to work as part of a team.
- A strong commitment to high quality client service.
- Ability to have a positive impact as part of a team.
- To have basic IT skills, including word processing, internet and email systems.
- To work on an ad hoc basis as cover for staff absence
- To recognize that you may be from time to time, directed by the appropriate Line Manager to carry out other relevant duties.

Supportive of the Christian Aims and Purposes of the YMCA.

**The YMCA is an Equal Opportunities Employer**