



February 2019

Dear Applicant

**Post of Community and Support Services Assistant**

Thank you for your interest in employment with Willowacre Trust / West of Scotland Housing Association. I am pleased to enclose an application pack for the above vacancy which contains the following documents:

- Application Form
- Equal Opportunities Monitoring Form
- Guidance Notes on completing the Application Form
- Job Description and Person Specification
- Summary of Terms & Conditions of Employment
- Recruitment Charter

Please contact me immediately if any of the above materials are missing.

Please complete the Application Form and Equal Opportunities Monitoring Form as soon as possible and return them to the address stated on the Application Form, by no later than **12noon on Friday 15 March 2019**. Late applications will not be considered. If you would like us to acknowledge receipt of your application, please enclose a stamped addressed envelope with your completed application form. Applications submitted by email will receive an acknowledgement by return.

**You must complete all sections of the application form and should also note that curriculum vitae and supplementary material will not be taken into account.**

Interviews will be held during the week of 8 April 2019.

I hope that the information supplied is of help to you. If you have any queries, please do not hesitate to contact me on 0141 550 5617.

Yours sincerely

**Belinda Duncan**  
**Corporate Services Assistant**

## JOB DESCRIPTION

<b>Job Title:</b>	Community and Support Services Assistant
<b>Department:</b>	Housing & Customer Services
<b>Grade:</b>	WT Grade 4 (£21,319 per annum)
<b>Responsible to:</b>	Support Services Officer / Community & Support Services Manager

**Job Purpose:** To proactively assist in the delivery of WSHA's and Willowacre Trust's Supporting Communities Strategy. Coordinate referral processes for specific support services including Starter packs, Handy Person Services, Imagination Library, Upcycling and Food Parcels. Liaise directly with tenants in relation to these services and in addition provide administration support to the Community and Support Services Manager.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level will be expected.

The post holder will be responsible for a combination of the objectives described below dependent upon the requirements of the business.

### Main Responsibilities

- Coordinate referrals for Starter Packs
- Coordinate General Applications and Upcycling
- Arrange to Order Stock when required
- Coordinate referrals for the Imagination Library
- Coordinate the referrals for Handy Person Services / Appointments /Scoping
- Coordinate referrals for Emergency Food Parcels
- Liaise directly with tenants in relation to referrals for Support Services
- Provide administration support to the Community and Support Services Manager.
- Arrange meetings as directed by the Community and Support Services Manager
- Coordinate monitoring and evaluation processes for projects
- Collate statistical data linked to outcomes or funding,
- Assist with the delivery of community consultations in relation to service delivery or new developments
- Work closely with and establish positive relationships with stakeholders, external agencies, businesses, community groups, development professionals and individuals as necessary
- Promote Supporting Communities Strategy to Internal and external colleagues
- Recording satisfaction and monitoring performance data for Willowacre Trust Services
- Undertake data processing and desk based research in relation to services as requested
- Demonstrate a flexible approach to all cross team working
- Participate in regular support and supervision sessions
- Participate in team and organisational meetings and training

## **Data Management**

- Ensure requests for information, reports and statistics are responded to within agreed timescales
- Ensure data is accurately recorded and processed in line with Willowacre Trusts and WSHA's policy and procedures.
- Ensure data is managed in accordance with the requirements of the Data Protection Act 1998.

## **Health and Safety Responsibility**

It shall be the duty of all employees at work to ensure:

- Reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Co-operation with the Management Committee so far as is necessary to ensure compliance with any duty or requirement imposed on the WT /WSHA, or any their person, under any relevant statutory duties.
- Compliance at all times with the Health and Safety Policy and procedures and draw to their manager's attention any unsafe working practice/conditions.

## **Corporate Responsibility**

- Recognise and respect the diversity of internal and external customers and assist accordingly.
- Ensure the values of WT/WSHA are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values.
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure compliance with all regulatory requirements.
- Manage risks and health and safety to protect customers, staff and other stakeholders.
- Attend such training courses, seminars, conferences and other learning and development events as the Association may require.
- Act as an ambassador for Willowacre Trust and West of Scotland Housing Association.

## Person Specification

**Job Title:** Community and Support Services Assistant

**Reporting to:** Support Services Officer / Community & Support Services Manager

Criteria	E	D
<b>Skills &amp; Qualities</b>		
Good Literacy and numeracy skills with the ability to maintain written records	*	
Excellent verbal communication skills (face to face, telephone)	*	
Excellent interpersonal and engagement skills	*	
Competent IT and word processing skills, including the use of outlook, excel and other software packages	*	
Good communication skills with the ability to work across a team	*	
Experience of a similar role or responsibilities	*	
A methodical and flexible approach to organising and prioritising a varied workload	*	
Excellent ability to work well under pressure	*	
Self-motivated and able to work on own initiative	*	
Ability to maintain confidentiality	*	
Professional appearance, manner with an approachable and friendly outlook	*	

<b>Experience &amp; Knowledge</b>		
Experience of coordinating referral processes or similar	*	
Experience of working within partnership of and/or multi-agency arrangements		*
Experience of working across an organisation	*	
Experience in the collation of data and statistics	*	
Experience of providing administration support	*	
Understanding of the basic principles in providing tenancy support		*
Experience of liaising with tenants or customers		*
Proven track record of contributing to support projects	*	

<b>Other Requirements</b>		
This post is subject to a satisfactory Disclosure Scotland Check	*	
Have a full Drivers Licence and have access to a Vehicle		*

<b>Qualifications</b>		
Educated to HNC Level or have equivalent relevant experience	*	

## Summary of Principal Terms and Conditions of Employment

<b>Post:</b>	Community and Support Services Assistant
<b>Salary Scale:</b>	£21,319 per annum
<b>Contract:</b>	Fixed term to 31 March 2020 (with potential to extend depending on funding)
<b>Hours of Work:</b>	35 hours per week
<b>Place of Work:</b>	Glasgow
<b>Annual Leave:</b>	25 days per annum
<b>Public and General Holidays:</b>	12 days per annum

This summary is for general guidance only and will not form part of the contract of employment. Any offer of employment will be subject to satisfactory references.



## Recruitment Charter

Willowacre Trust / West of Scotland Housing Association is committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

- You will be treated in a polite, helpful and friendly manner at all times.
- When you request a recruitment pack, it will be sent by the end of the next working day.
- Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.
- The information you provide will be treated in confidence and with discretion.
- We welcome applications from people who self-identify themselves as disabled and guarantee an interview to those who meet the essential job criteria. If you have indicated that you require particular arrangements, you will be asked in your interview letter to contact us to discuss your requirements.
- We will normally advise you within four weeks of the closing date if you are not selected for interview.
- We will normally advise you within three weeks of the closing date if you are invited to interview.
- We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within three weeks of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.
- On request, we can give you constructive feedback on your interview.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

## Guidance Notes for Applicants on Filling in the Application Form

*Please read these notes carefully – they are to help you make the best of your application.*

1. The form should be completed in black ink for photocopying purposes.
2. Please do not send in your Curriculum Vitae.
3. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form and assess this against the Person Specification.
4. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you to state that you meet the requirement; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
5. If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
6. If you are related to any members of staff, management committee member, consultants or contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
7. The equal opportunities monitoring information will be removed prior to the short listing process.
8. Please ensure that you have sufficient postage on your envelope if you are returning your application form by post. You should use a Large Letter stamp if you are using an A4 envelope.