

JOB OPENING

BUSINESS SUPPORT OFFICER

An exciting new opportunity has come up for a Business Support officer to take a lead in the running of a newly developed accommodation for the elderly, within the Willesden Green area, London.

You will be a recognised member of an established charitable provider and oversee all the operational aspects of the service.

In this busy and varied role, you will be required but not limited to:

Residents

- Identify and assist with applications for financial support for or on behalf of the residents
- Assisting residents with queries regarding welfare benefits and their tenancy
- Promote resident's independence and personal wellbeing
- Assess and interview applicants suitable for the accommodation
- Actively identify, develop and encourage a range of ways in which residents can be involved in social activities
- Ensure residents are supported to participate in prayers and religious/cultural activities
- Work with extended family members to ensure the resident's support network is maintained
- Be fully aware of responsibilities and reporting routes for Safeguarding adults at risk
- Represent the residents at internal and external meetings and maintain confidentiality of all sensitive information and data relating to residents
- Providing housing management services to residents, and dealing with any disputes between residents
- Developing support plans and risks assessments with residents, review and document information accurately

Building

- Manage and maintain the health and safety of the buildings to comply with all legislative requirements including compliance checks and inspections
- Identifying potential repairs/faults in the home, ensuring they are reported and monitored
- Ensure that the relevant policies and procedures are in place, up to date and adhered to
- Recruit, manage and develop adequate pools of volunteers
- Provide updates and prepare reports on voids, lettings and rent collection
- Liaising with external agencies such as Social Workers, GPs concerning additional support requirements

The ideal candidate should have the following Skills, Knowledge and Experiences:

- Fluent Gujarati speaking is essential
- Gujarati writing / reading is desirable
- Experience of working with older people
- Some knowledge of welfare benefits and entitlements for older people
- An understanding of lettings and tenancy management or the willingness to learn and develop in this area
- An understanding of dementia and mental health or the willingness to learn and develop in this area
- Knowledge of health conditions that affect older people and the skills that enable you to support residents better
- Excellent communication skills including alternative methods of communications
- Good knowledge and understanding of IT with experience of using Microsoft Office (Word, Excel and Outlook)
- Excellent organisational skills with the ability to work unsupervised including prioritising and managing own workload
- Some understanding of safeguarding Legislation in relation vulnerable adults
- Good understanding of and complying with Data Protection Legislation
- Good understanding of health and safety regulations and service compliance
- Ability to identify and monitor maintenance issues

Please note, an enhanced DBS is required for this post as the post will involve working very closely with vulnerable, elderly adults with a wide range of support needs. A car driver and a First Aid Certificate are also desirable.

In return for your extensive knowledge and experience, you will be rewarded with a competitive salary, as well as onsite parking and other benefits.

Salary starts from: £18k

For an informal discussion, generate your interest or to apply please email:



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