

Job Description

Job Title:	Housing Support Worker
Responsible To:	Housing Officer
Directly Responsible for:	N/A

Housing Support Worker (Days)

The Housing Support Worker is responsible for the delivery of the Wellbeing Service (24 hour emergency response service) during their contracted hours. The post holders principal responsibilities are as follows;-

- (i) To respond to emergency calls from tenants, responding in accordance with agreed procedures;
- (ii) To support individual tenants and leaseholders to sustain their tenancies/leases with the Organisation
- (iii) To ensure the scheme is safe and action any required emergency repairs and log any other
- (iv) To complete administrative tasks as directed by the Housing Officer

The post holder will ensure they understand and consistently implement the Organisation's Policies and Procedures making any recommendations for changes

1. 24 hour 'emergency' Wellbeing Service

1.1 The post holder will respond to all emergency calls made by tenants and leaseholders using the emergency call system, responding in accordance with agreed procedures.

1.2 The post holder will work sensitively with tenants to ensure the call system is used for emergency issues only and support tenants to access other services they may require to enable them to sustain their tenancies.

1.3 Priority MUST be given to emergency calls at all times and all emergency calls must recorded.

2. Tenancy Support

2.1 The post holder will provide Intensive Housing Management services (on request and as directed by the Housing Officer) over and above what would usually be provided by a housing association to a tenant living in general needs housing, Tenancy Sustainment Policy refers.

2.2 The post holder will ensure that appropriate records are maintained relating to services provided.

3. Scheme Safety and Repairs

3.1 The post holder will make daily 'routine' visual checks of all the communal areas ensuring the scheme is secure and hazard free.

3.2 The post holder will take appropriate action in the event of fire or other emergency in accordance with agreed policies and procedures

3.3 The post holder will arrange emergency repairs where appropriate to do so in accordance with current policy and procedure, logging those repairs which are not considered an emergency for future action.

4. Other Duties

4.1 The post holder will carry out other administrative tasks as directed by the Housing Officer

No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.

PERSON SPECIFICATION

Job Title: Housing Support Worker (Days)

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none">• Demonstrate evidence of competence to undertake the post• Housing management (or similar) experience in the voluntary, public or private sectors• Willing to undertake training• Efficient and effective administrative skills.• To demonstrate honesty, trustworthiness, reliability and respectfulness.
Regulatory Requirements	<ul style="list-style-type: none">• Enhanced Disclosure from the Disclosure and Barring Service.
Internal Controls	<ul style="list-style-type: none">• Ability to manage and work within a small budget
Health & Safety	<ul style="list-style-type: none">• Application of H&S practices• Health and Safety risk assessment
Information Technology	<ul style="list-style-type: none">• Use of IT to facilitate and support improvements to services, good communications and useful Management Information
Planning & Control:	
Management of staff & teamwork	<ul style="list-style-type: none">• Ability to lead and motivate• Manage conflict

Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values, cultures and needs amongst tenants , staff and communities • Recognise and work to meet where possible the diverse and unique needs of each tenant • Strong commitment to non-discriminatory housing services
Influencing Others	<ul style="list-style-type: none"> • Ability to have ideas accepted even in the face of initial opposition • Negotiate effectively,
Effective communication	<ul style="list-style-type: none"> • Good communication skills - both written and verbal • Ability to communicate effectively at all levels within and external of the Organisation using appropriate styles with different groups, e.g. staff, tenants, relatives
Leadership	<ul style="list-style-type: none"> • Commitment to providing excellence in Housing Services • Think ahead and plan • Demonstrate a positive attitude towards change
Development of Self and Others	<ul style="list-style-type: none"> • Take on further responsibilities • Undertake relevant training and development • Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
Organisational skills	<ul style="list-style-type: none"> • Ability to prioritise • Problem solving abilities • Meet deadlines and advise of any problems early • Ability to function effectively under pressure and in a crisis
Operational Requirements:	
	<ul style="list-style-type: none"> • Some flexible approach to working hours may be required • Ability to represent the organisation and lead and participate in a wide range of social activities
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others and identify and address any issues at an early stage where possible • Consider how actions could support others • Be prepared to give encouragement and offer assistance or advice when needed • Strong sense of customer focus
Communication skills	<ul style="list-style-type: none"> • Explain things logically • Keep to the point • Style that is warm, caring and friendly • Express ideas confidently where required • Caring and compassionate towards people in need of care and support

Interpersonal sensitivity	<ul style="list-style-type: none"> • Tailor style and service to meeting individual's needs • Build rapport with customers, colleagues and staff • Demonstrate a pleasant, professional manner
Judgement	<ul style="list-style-type: none"> • Knowledge of how to recognise abuse and safeguarding and implement procedures where relevant • Ask questions to gather necessary information • Weigh the advantages and disadvantages of a course of action before reaching a decision • In the absence of all relevant information defer making a decision until all the necessary extra data is gathered, referring to others when necessary

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> • Understanding of finance and managing budgets • Moving & Handling • Adult Protection • Fire Awareness • First Aid Awareness • Basic Health and Safety • Interpreting behaviour • Equality & Diversity

Employee Name:	Louise Bramley
Employee Signature:	<i>LB</i>
Date:	29/3/2023