

JOB PROFILE

JOB TITLE: Housing Support and Resettlement Worker

REPORTING TO: Accommodation Services Cluster Manager

JOB OVERVIEW

To work alongside customers, using a person centred approach to support them in practical tasks which will help to achieve the goals and outcomes as outlined in their support plans and risk assessments.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

You'll work with communities to open doors to new possibilities by:

- Undertake needs and risk assessments and co-create support plans with the customer with an emphasis on achieving positive outcomes.
- Engaging with customers on a one to one basis to support them in their journey towards accessing and maintaining independent accommodation
- Providing practical help and support in areas such as budgeting, nutrition, health care, life skills and applying for welfare benefits as necessary.
- Helping to build customer's confidence, personal worth, motivation, emotional well-being and a positive work ethic.
- Working in partnership and supporting the housing management team to: maximise rental income, achieve void turn-round timescales, and ensure all compliance regarding Health and Safety is met.
- Work collaboratively with the Change Co-ordinator in enabling customers to understand the impact and consequences of the decisions they make and the actions they take



- Supporting customers to complete tasks that help them to manage their tenancy better or prevent issues of anti-social behaviour, getting into work, being better with money, a healthier lifestyle or improving skills.
- Assisting the customers we support to maintain their self-care, personal safety and physical health needs by providing relevant information, advice and guidance.
- Engaging with customers, helping them to access services and connect with their communities as a means to improve wellbeing and prospects of employment (e.g. through volunteering)
- Actioning referrals and enquiries, including customer risk assessments efficiently and accurately
- Working in collaboration with the Customer Engagement Officer, encourage and facilitate customer involvement, ensuring that the customer voice influences service delivery and standards
- Working within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding children and vulnerable adults.
- Undertaking any reasonable additional duties as instructed by the line manager or management within the spirit of the role or the skills and abilities of the post holder

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet business and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Every year we set out corporate and service plans giving an overview of the activities we'll carry out to achieve our purpose of improving lives. You play a crucial part in those plans. We also encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We are an inclusive and diverse business. To help us achieve our purpose of improving lives we all live by four main values: passion, openness, respect and trust. You'll need to familiarise yourself with and work within our equality and diversity and people management policies to help make sure we deliver excellent customer service
- We have policies in place to ensure the health, safety and welfare of all staff and those we work with. We monitor and review these policies to help make sure we provide the right level of resources and training. You'll need to understand your responsibilities for services and for each other and maintain quality standards
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential

OUR COMMITMENT

Under the Equality Act 2010 if you are disabled we'll do our best to make sure you have any aids, adaptations or equipment so you can carry out your job. We want to make sure you have everything you need

I've received a copy of this job description and am happy with my responsibilities.

Signature:..... Date:.....



Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	NVQ Level 2/3 in Social Care or equivalent Safeguarding Homelessness legislation and practice Driving licence and access to a vehicle (Desirable)	AF/QC AF/QC AF/QC AF/QC
Experience, knowledge, skills and qualities	Experience of providing care and/or support services within a social care setting (supported housing, care, nursing, residential) An understanding of the support needs and the issues facing our customers Reasonable knowledge of the benefit/welfare systems	AF/I AF/I AF/I
Skills and abilities	Communication Positive relationships Solution focussed Team Player	AF/I AF/I AF/I AF/I
Personal qualities	Flexible Resilient Innovative	AF/I AF/I AF/I