

ROLE **PROFILE**

JOB TITLE: Housing Support and Resettlement Worker
REPORTING TO: Manager
TEAM: Housing Managed Contract (forfutures)

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.

Your main responsibilities will include:

Service Delivery:

- To undertake needs and risk assessments and co-create support plans with the customer with an emphasis on achieving positive outcomes.
- Engage with customers on a one to one basis to support them in their journey towards accessing and maintaining independent accommodation
- To provide practical help and support in areas such as budgeting, nutrition, health care, life skills and applying for welfare benefits as necessary.
- Help 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
- Support 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.
- To assist the customers we support to maintain their self-care, personal safety and physical health needs by providing relevant information, advice and guidance.
- Engage 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)
- To action referrals and enquiries, including customer risk assessments efficiently and accurately
- In collaboration with the Customer Engagement Officer and other colleagues, encourage and facilitate customer involvement, ensuring that the customer voice influences service delivery and standards
- To work within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding children and vulnerable adults.
- To undertake 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

Service Excellence:

- Ensuring all systems are fully utilised and updated in line with processes, and any relevant paperwork is completed as required.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.
- To positively promote and market the Service where appropriate.
- To follow clear strategies which provide continuously improving and effective housing related support to customers
- Contribute to statistical data being produced, maintained, analysed, interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.

Partnerships:

- Attend relevant multi agency meetings, contributing professional and appropriate input in relation to customers of the service



- Pro-actively work with partners, agencies, housing providers, Local Authorities, community groups and charities ensuring positive working relationships.
- Engage with local communities to build a strong network to identify, engage and support customers with a focus on outcomes.
- Work in partnership with internal colleagues within forfutures and the wider group to deliver excellent service

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

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	<ul style="list-style-type: none"> • NVQ Level 2/3 in Social Care or equivalent • Safeguarding • Homelessness legislation and practice • Driving licence and access to a vehicle 	AF/QC AF/QC AF/QC AF/QC



YOU'RE THE DIFFERENCE

Experience, knowledge, skills and qualities	• Experience of providing care and/or support services within a social care setting (supported housing, care, nursing, residential)	AF/I
	• An understanding of the support needs and the issues facing our customers	AF/I
	• Reasonable knowledge of the benefit/welfare systems	AF/I
Skills and abilities	• Communication	AF/I
	• Positive relationships	AF/I
	• Solution focussed	AF/I
	• Team Player	AF/I
Personal qualities	• Flexible	AF/I
	• Resilient	AF/I
	• Innovative	AF/I

In partnership with



Cheshire West
and Chester

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