



# ROLE PROFILE

**JOB TITLE:** Somewhere Safe to Stay Worker  
**REPORTING TO:** Rapid Rehousing Pathway Manager  
**TEAM:** Housing Managed Contract (ForFutures)

## JOB OVERVIEW

To support customers accessing the Somewhere Safe to Stay (SSStS) Hub at the start of their pathway to rehousing. To implement a triage process, complete assessments of need and develop housing and support plans for a cohort of customers. To ensure a safe environment offering a dignified service, with maximum customer engagement.

## ABOUT FORHOUSING AND THIS ROLE



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

## ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

## ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

**Service delivery:**

- Working as part of a team, support a rota of 24/7 working at the Somewhere Safe to Stay Hub in



Chester.

- Engaging with customers who are placed at the SStS centre who are exiting sleeping rough.
- Completing robust triage to determine customer level of need and signposting to support services required.
- Completing assessments with each individual customer, and developing a personal support plan in conjunction with Housing Options housing plan.
- Undertaking needs and risk assessments and co-creating support plans with the customer with an emphasis on achieving positive outcomes.
- With safe working practices at the forefront, confidently and assertively managing challenging behaviours and finding solutions to issues between customers.
- Being able to problem solve and find solutions to issues or incidents.
- Managing any centre 'protocols' such as designated zones or smoking areas, with confident and assertive practice.
- In collaboration with the ForFutures specialist staff, encouraging and facilitating customer involvement, ensuring that the customer voice influences a psychologically informed service and environment.
- Contributing to the successful delivery of on-site activities, supporting the organisation of sessions for customers.
- Completing light domestic duties, including some cleaning, washing and tidying to ensure all areas remain safe and hazard free.
- Working within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding 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.

## **Service Excellence**

- Ensuring all systems are fully utilised and updated in line with processes, and any relevant paperwork is completed as required.
- Fully participating in the development and operation of new systems, programmes and initiatives.
- Fully participating in systems of quality assurance, performance indicators and outcomes.
- Contributing to the collection and production of statistical data as requested by Rapid Rehousing Pathway Manager or other colleagues.

## **Partnerships:**

- Working in partnership with internal colleagues within ForFutures and the wider group to deliver

excellent service.

- Working collaboratively with partners across the statutory, voluntary and faith sectors to produce maximum positive outcomes for customers of the SStS Hub.

## 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 organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We 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 thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- 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
- From time to time you may need to undertake other tasks commensurate with your role.

**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"> <li>• Good standard of oral and written English and numeracy</li> <li>• NVQ Level 2/3 in Social Care or equivalent (Desirable)</li> <li>• Knowledge and understanding of Safeguarding</li> <li>• Awareness of homelessness legislation and practice</li> </ul>	AF/QC AF/QC AF/QC/I AF/QC

# MAKE A DIFFERENCE



Experience, knowledge, skills and qualities	<ul style="list-style-type: none"><li>• Experience of the challenges faced by and needs of people who are rough sleeping</li><li>• An understanding of the support needs and the issues facing our customers</li><li>• Reasonable knowledge of the benefit/welfare systems</li><li>• Knowledge of health &amp; safety regulations</li></ul>	AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"><li>• Communication</li><li>• Positive relationships</li><li>• Solution focussed</li><li>• Team Player</li></ul>	AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"><li>• Assertive</li><li>• Flexible</li><li>• Resilient</li><li>• Innovative</li></ul>	AF/I AF/I AF/I AF/I

In partnership with



MAKE AN IMPACT

[forhousing.co.uk](http://forhousing.co.uk)

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