



ROLE PROFILE

JOB TITLE: Housing Support and Resettlement Worker
REPORTING TO: Accommodation Services Cluster 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 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:

- Undertaking 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.
- Working collaboratively with the Change Coordinator 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.
- Collaborating with the Customer Engagement Officer and other colleagues, to 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.

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.
- Promoting and marketing the service where appropriate.
- Following clear strategies which provide continuously improving and effective housing related support to customers.
- Contributing 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:

- Attending relevant multi agency meetings, contributing professional and appropriate input in relation to customers of the service.
- Proactively working with partners, agencies, housing providers, Local Authorities, community groups, and charities, ensuring positive working relationships.
- Engaging with local communities to build a strong network to identify, engage, and support customers, with a focus on outcomes.
- Working in partnership with internal colleagues within ForFutures and the wider group to deliver excellent service.

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 <i>(All criteria are essential unless defined as desirable)</i>	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 • Ability to travel between locations 	AF /QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • 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
Skills and abilities	<ul style="list-style-type: none"> • Communication • Positive relationships • Solution focussed • Team Player 	AF/I
Personal qualities	<ul style="list-style-type: none"> • Flexible • Resilient • Innovative 	AF/I

