

Job Profile

Job title: Housing Support and Resettlement Worker

Reporting to: Accommodation Services Cluster Manager

Accountable for:

Salary Band:

Hours of Duty: In line with flexible and agile working

Purpose: 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.

Key Responsibilities & Accountabilities

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, 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

General Responsibilities

- This job description is current at the date shown, but in consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. It is expected the post-holder will when required undertake other duties commensurate with the post and salary grading if required.
- ForViva has defined standards of performance to meet external and internal customer requirements. All staff are expected as part of their day to day job role to meet and where possible exceed customer expectations of service and seek value for money in all aspects of their work
- ForViva each year sets out its corporate and service plans that detail projects and initiatives to achieve its objectives. All employees will contribute to these plans by their particular skills and attitudes. Employees are also encouraged to seek out new ways of improving services and working practices which can be implemented as part of our service operations.
- Diversity, Respect and Equal Opportunities are key aspects of our Values. The company expects employees to work within the Company's Equality & Diversity and People Management Policies ensure that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care. All job holders need to work in a way that reflects the company's Values.
- Duties may involve having access to information of a confidential nature that may be covered by the General Data Protection Regulations, be commercially sensitive or relate to customer information. In such circumstances confidentiality must be maintained at all times in accordance with the company's policies. If you are unclear at any time, refer the matter to your manager.
- The Health, safety and welfare of anyone working with ForViva Group and those we work with are of vital importance to the company. Our Board approved a Health and Safety Policy and Statement and the structure of regular meetings will ensure the right resources and training are provided, that people understand their responsibilities for services and each other, and that high standards of health and safety are delivered, monitored and regularly reviewed.
- Undertake all reasonable personal development activity designed to support you in your role.

Under the Equality Act 2010 where the post holder is disabled, every reasonable effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

I acknowledge that I have a received a copy of this job description and accept that the responsibilities attached to the post are as indicated

Signature:.....

Date:.....

Person Specification

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

Area	Requirement (All criteria are 'Essential' unless defined as 'Desirable')	Assessed by:
Qualifications or training	<ul style="list-style-type: none"> • NVQ Level 2/3 in Social Care of equivalent • Safeguarding • Homelessness legislation and practice • Driving licence and access to a vehicle 	
Experience and knowledge	<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 	
Skills and abilities	<ul style="list-style-type: none"> • Communication • Positive relationships • Solution focussed • Team Player 	
Personal qualities	<ul style="list-style-type: none"> • Flexible • Resilient • Innovative 	