

## **Job Description**

**JOB TITLE: Tenant Support Worker / Housing Concierge**

**REPORTS TO: Project Manager**

### **JOB PURPOSE**

To undertake support planning and manage a number of support plans and other relevant duties in support of both the provision of high quality housing and housing support services and tenancy support to promote independent living as appropriate to a variety of client group's with diverse needs.

To provide on-site presence at the core supported accommodation project during evening, night and early morning hours as required by the needs of the service to ensure the safety and security of the building and occupants and which is also conducive to cohesive neighbour and community relations

### **ORGANISATIONAL REPORT LINES**

Reporting Staff: None

### **KEY RESULT AREAS**

- To provide on-site presence which may include waking night cover and other unsocial hours as required by the service to maintain the safety and security of service users and the building.
- To provide a point of contact for the on-call member of staff and ensure that clear and precise information is detailed to the on-call worker.
- To supervise entry and exit of the building and ensure access times are adhered to in order to ensure the safety and security of service users.
- To actively ensure the security of the building, monitor CCTV and regular physical checks.
- In the absence of cleaning staff to carry out cleaning duties of all communal areas and vacant rooms.
- To ensure the security and safety of service users, project staff, visitors, contractors, premises and equipment.
- When appropriate take immediate action in contacting emergency services and inform the support worker of any details and further action if required.
- In conjunction with a support member of staff participate in the risk assessment/management and induction of service users admitted to the service outside office hours
- To deliver either high quality housing and housing support services or tenancy support services as per the client group needs.
- To actively seek to empower service users to gain and maintain control over all aspects of their lives.
- To act as a link worker for a specified number of service users. Implement and review support plans facilitating service users to lead the process. Where appropriate, work with

service user advocates and/or representatives from other agencies to co-ordinate an integrated support package.

- Recognise the service user's strengths, abilities and skills and seek to encourage their development and use.
- Offer practical advice and assistance on issues such as welfare benefits, budgeting, life skills, employment, education, training and move-on.
- In line with the support plans and the aims of the service, plan and prepare with service users in preparation to move to independent living or other appropriate support services as required.
- Assist the service user to access activities and facilities within the community where that meets the goals jointly identified in the support plans.
- Facilitate service user access to advocacy services and where agreed, act as an advocate on their behalf in relation to issues identified in the support plan.
- To develop the knowledge and ability to work within the statutory framework relevant to the client group.
- To implement and adhere to StopGap Supported Housing's policies and procedures.
- Perform to StopGap Supported Housing's standards and policies on housing/tenancy management and support e.g. identifying and upholding service user tenancy rights and striving to maintain good relationships within the neighbourhood.
- To maintain clear and accurate records of work practice within established record keeping and confidentiality policies.
- To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder's work. To adhere to the post holder's own responsibilities to health and safety within the workplace, and to colleagues, service users and the general public.
- To implement and adhere to policy and practice in relation to property maintenance, including ensuring that re-let properties are clean and in a fit state for re-letting.
- Adhere to and implement quality standards of care practice.
- To operate within clear professional and confidentiality boundaries and to work within StopGap Supported Housing's code of conduct.
- To work within established definitions of acceptable and unacceptable risks to carry out risk assessments and participate in risk management in accordance with StopGap Supported Housing's policies.
- To participate in the selection of applicants and issue tenancy and other agreements.
- Ensure service users are clear about their rights and obligations whilst receiving a service including fire precautions, health and safety and housing management policies.
- Ensure that meaningful involvement of service users is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.
- Prepare reports on a monthly basis such as occupancy and arrears, compile statistics as required and maintain and update project records e.g., the communications book and service user files in accordance with record keeping quality standards.
- Contribute to the development and review of local policies and procedures.
- To Implement and Adhere to StopGap Supported Housing's Financial Procedures.
- Receive and accurately record rental income within established StopGap Supported Housing procedures.
- To efficiently operate and record the petty cash system.
- To assist service users to claim where appropriate, welfare benefits, e.g. housing benefit.
- To take due care and diligence when requested to assist service users with budgeting skills.
- To adhere to, and operate StopGap Supported Housing's arrears and voids policy.

## **OTHER REQUIREMENTS**

- At all times carry out responsibilities within the framework of StopGap Supported Housing's equal opportunities policy.
- To develop an understanding and knowledge of StopGap Supported Housing, its history and the variety of services provided.
- To undertake any other duties as directed by the line manager that may reasonably fall within the scope of the post.

## **COMMUNICATION AND WORKING RELATIONSHIPS**

- To work constructively with colleagues and managers in all aspects of the work. Contribute positively to meetings such as supervision, appraisal and team meetings and training events.
- To maintain a professional approach to all communications both with colleagues and with external agencies.
- To work closely with external agencies involved in individual support packages.

## **SCOPE FOR IMPACT**

- Opportunity to contribute to a team approach to service provision.
- Opportunity to contribute to service planning.
- Working with representatives of external specialist agencies there is an opportunity to contribute to the development of a more integrated approach to service provision.

## PERSON SPECIFICATION

<b>Education</b>	
Evidence of a constant pattern of learning which can be gained from relevant experience and/or training and/or education.	E
<b>Experience</b>	
At least one years' experience of working within a support or care setting and/or dealing with vulnerable people with a range of support needs.	E
Previous work relating to property safety and security	D
Experience of assessing and monitoring service user's needs and skills.	E
Experience of working as part of a team.	E
Experience of operating within the voluntary sector, supported housing field.	D
<b>Knowledge</b>	
Understanding of the need to maintain confidentiality and professional boundaries in the workplace.	E
Basic knowledge of housing benefit, income support and other welfare benefits.	D
Knowledge of issues facing service user.	E
Knowledge of the resources available to a local community.	D
Knowledge of statutory framework of provision of care for service user client group.	D
<b>Skills and Abilities</b>	
Ability to uphold and implement StopGap Supported Housing's values and core policies, including Equal Opportunities.	E
Understand principles of care planning.	D
Be able to implement safe practice in accordance with risk assessment processes.	E
Ability to work independently without constant supervision.	E
Good written and verbal communication skills.	E
Ability to manage difficult situations and to use initiative.	E
Ability to adapt to change and undertake self-development and training.	E
Ability to empower service users to develop their skills to take control of their own lives.	E
Ability to understand and work with diverse cultures relevant to the locality of the service.	E
Ability to be able to use computerised systems including word, email, databases.	D
<b>Other Requirements</b>	
Work flexible hours/24-hour rota.	E
Full driving license and access to car is desirable but not essential.	D
Commitment to implementing Anti – Discriminatory and Equal Opportunities policies.	E