



Job Description and Person Specification

Job Title	Housing Support Assistant
Department	Housing services – Derwent Lodge
Reporting to	Housing Options Manager
Grade	4

Job Purpose

- To assist Housing Support Officer in offering support on an evening, weekends and holidays
- Be responsive, effective and offer confidential client based support and assist Housing Support Officers with a planned resettlement service to residents in Derwent Lodge, Norton. This will enable clients to make a positive, planned move into their own independent accommodation and prepare them to be able to manage and sustain a tenancy
- To liaise with HSO to assist when necessary to help residents to access education, employment and training opportunities
- To assist with the day to day upkeep of Derwent Lodge
- To encourage residents to access support from wider agencies
- To assist HSO with residents who require access to certain benefits
- To hold a good understanding of issues which may lead to homelessness or being at risk of homeless, such as;
 - mental health
 - alcohol and/or substance misuse and how to deal with customers who may be under the influence
 - relationship breakdown
 - loss of employment
 - Family breakdown
 - Looked after child
 - Leaving Care
- To manage situations appropriately to avoid conflict
- To uphold positive working relationships with wider agencies
- To have an awareness of wider agencies and the work they do in order to signpost clients where appropriate

Job Context

Assist Housing Support Officers with supporting people who have moved into supported accommodation with Independent Living skills.

Operational Duties

- Support resident's with any emotional needs and ensure safeguarding measures are followed and logged
- Record the resident's daily conduct/activities in their case notes, ensuring they are kept up to date and accurate
- Deliver basic life skills programme with residents, for example; cooking, cleaning, personal hygiene, exercise, laundry etc
- Encourage and support residents in finding appropriate employment or educational needs
- Respond to customer queries and requests with guidance from Housing Support Officers
- Assist the Homelessness Support Officer with healthy living activities and take a lead where appropriate
- Ensure rules and responsibilities of the project are followed by all residents
- To assist in providing a responsive, effective and confidential client based support and resettlement service to clients living at the project.
- To promote independent living skills
- To assist clients with budgeting to enable financial prioritising
- Coordinate positive activities to clients within the project
- To assist with the day to day up keep of Derwent Lodge when at the property
- Assisting Housing Support Officers and other colleagues when needed.
- Ensuring that duties are carried out with full regard to the Council's policies, including Equal Opportunities, Health and Safety and Information Governance.
- The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment

Creativity and Innovation

- Driving or supporting the continuous improvement of services within the post holder's work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.
- Using creativity and innovation to work on an individual basis with residents to build a relationship based on mutual respect and trust with the aim of overcoming any potential barriers and identifying areas of support for each resident.
- Identifying areas of interest for each resident and creating activities that they will participate in
- Encourage clients to participate in the life of the wider community by accessing volunteering opportunities.
- Work with clients in an instructional capacity to educate them regarding what is required for the management of a tenancy
- Work along with clients to ensure communal areas are kept clean and tidy
- Motivate and engage client group with useful meaningful use of time
- Promote actions developed through the completion of outcome star
- Encourage positive and motivated behaviour

- Assist to provide a responsive and confidential client based support service to vulnerable single clients within the project
- Build up professional supportive relationships with customers and, as directed by colleagues introduce them to opportunities in their community (e.g. leisure, education, training etc).
- Encourage clients in paying their rental contribution on a weekly or monthly basis
- Encourage clients to participate in any organised activity as part of the support plans
- Provide budgeting support and assist with meal planning and shopping when required.

Contacts and Relationships

- Working with the local police force to ensure the safety of all our residents as well as ensuring both parties work together in gathering and sharing relevant and accurate information, passing on to Intel where applicable.
- Liaise closely with Housing Support Officers regarding engagement.
- Maintain positive relationships with relevant individuals, agencies and community resources to promote and market the service as appropriate and as directed by managers
- Liaise regularly with Housing Support Officers regarding the progress and engagement of residents
- Assist in supporting the actions within the support plan following the outcome assessment tool
- Assist colleagues to organise customer involvement events including those where customers can give feedback about the service offered to them
- Respond to customer queries and requests with guidance from support officers
- Assisting the review of any risk assessment carried out for each client on a regular basis
- Assist in maintaining accurate and comprehensive records for each clients and ensure that these are held securely in order to maintain confidentiality
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Project and Programme Management

- Assisting in developing effective working links.
- Assist with the booking of assessments and interviews on behalf of support officers
- Assist Housing Support Officers in the preparation of accommodation for customers (including cleaning), and help support officers move customers into accommodation (including organising practical tasks)
- Log, record and liaise with support workers daily or when on shift

- Ensure an informative log is maintained for smooth handover and records for other staff members
- Maintain confidentiality and professionalism at all times
- Follow health and safety guidelines
- Follow in house policies and procedures.
- Help with general admin (e.g. making up assessment packs, customer files, rent, accounting letters, and move in packs.)

Information Management and Performance Reporting

To encourage better use of sources of information, use of technology, evidence based decision making for example:

Responsible for:

- Providing accurate and timely information through the analysis of service and other information, preparation of questionnaires and reports to facilitate evidence based decision making.
- Ensuring maintenance of appropriate records and databases.
- Managing, monitoring and providing regular reports on project budgets, progress and performance indicators to Officers, Members and others.
- Providing accurate information on social media, website and intranet performance and usage to inform future developments.
- Give Health and Safety information to customer
- Undertake duty reception; deal with residents answer phones and take messages; write letters; photocopying, filing.

NB The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post.

Requirements of the Post

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Some Housing/similar role support experience • Evidence of continuing professional development. 	Further level of education.
Knowledge	<ul style="list-style-type: none"> • Knowledge and adherence to Information Governance/Data Protection principles. • Awareness and knowledge and commitment to Equality and Diversity and Health and Safety legislation and of safeguarding responsibilities 	Worked within a Data protection environment and understand data protection procedures.
Experience	<ul style="list-style-type: none"> • Able to communicate verbally in an effective manner • Able to arrange and prioritise own workload • Adaptable/flexible/innovative/creative • You must be able to persuade and motivate • Ability to create, maintain and enhance constructive working relationships. 	Experience of working within a wider team as well as lone working
Occupational Skills	<ul style="list-style-type: none"> • Committed to supporting equality of opportunity for all • Confident manner when dealing with those in difficult situations • Confident when talking to new people • Willing to become involved and work as part of a team • Encourage others to adopt a positive approach • Ability to plan, allocate and evaluate workloads, determining work methods to achieve objectives 	Present in a professional manner.

	<ul style="list-style-type: none"> • The ability to encourage customers to make positive use of their leisure time • Good interpersonal skills • Good networking skills • Ability to exchange information to solve problems and make decisions through leading and contributing to meetings and group discussions to solve problems and make decisions 	
Other	<ul style="list-style-type: none"> • Enthusiasm and a sense of humour required to fit in with a small friendly multidisciplinary team • To be able to offer flexibility in relation to working hours to be able to support the team • Emotional resilience • Personally and professionally resilient. 	Professional integrity