1. **Job Purpose**

The main objectives of the Supported Housing Officer’s job are

- To provide a housing management and support service to older and disabled people living in sheltered and flexicare housing schemes, general needs housing and private accommodation.

- To be aware of the housing support and wellbeing needs of individual residents and ensure these needs are met by obtaining help from appropriate agencies, to enable residents to maintain independent living.

- To be responsible for the housing management and administration of supported housing schemes in accordance with agreed procedures.

- To provide a 24/7 day a week emergency response service for supported housing’s support and housing management emergency calls

2. **Organisational Position**
3. **Key tasks, duties and accountabilities of the post**

**Housing management duties**

- Advise and assist residents with enquiries about rent payments, service charges and support charges. Advise and assist with claims for housing and other benefits available to older and disabled people.
- Defuse resident conflicts and anti-social behaviour, make referrals to ASB team when appropriate and monitor ASB activities where required. Liaise with the Tenancy and Income Advisors regarding tenancy/income matters as necessary.
- To be aware of any safeguarding concerns. To report, where appropriate, any safeguarding issues to the Hertfordshire Safeguarding team and Senior Supported Housing Officer. Attend safeguarding meetings, monitor and review where necessary.
- Follow the termination of tenancy process in accordance with timescales provided.
- Check void properties are suitable for viewing, update the scheme handbook if necessary, contact prospective residents, carry out accompanied viewings and provide feedback on the viewing.
- Welcome new residents and introduce them to the services, facilities and emergency procedures of the scheme. Advise and instruct residents on the proper use of fixtures and fittings provided in the properties and in the shared areas.
- Establish and maintain links with the local community, be aware of the resources available to residents within the community and encourage residents to make the scheme into a neighbourly and mutually supportive community.
- Supervise arrangements and collect monies where necessary for the guest room, laundry, hairdressing, chiropody, short stay and communal lounge. Maintain accurate records of all income collected and spent and ensure all money is kept in a secure place.
- Test the Careline and fire alarm systems in accordance with agreed procedures. Maintain the Fire Log book and ensure that fire procedures are adhered to, and that all reasonable precautions are taken to prevent the outbreak of accidental fire.
- Carry out regular risk assessments and health and safety checks including legionella in accordance with procedure, carry out any follow up actions required and report urgent matters to the Senior Supported Housing Officer and the Health and Safety Officer.
- To be responsible, as far as is practicable, for the supervision, cleanliness, safety and security of the supported housing schemes’ building and shared areas and report any defects in the premises or equipment or accidents as appropriate. Follow up to ensure satisfactory and timely completion.
- Immediately notify Senior Supported Housing Officers of any major incidents eg fire, criminal activity, suspicious deaths, breakdown of alarm, heating, loss of electric supply.
- To respond to emergency calls from general needs and temporary housing as required.
- Work in accordance with lone worker and staff protection procedures.
- Produce a quarterly scheme newsletter in conjunction with residents. Organise regular resident meetings and assist the Senior Supported Housing Officer with resident consultation.
- Carry out assessments for flexicare and be part of the assessment panel as to the suitability of potential new residents.

**Support duties**

- To be aware of the individual well-being of each resident by making regular face to face or verbal contact in accordance with agreed procedures. Visit residents identified as being ‘at risk’ on a daily basis.
- Identify, monitor and review the care and support needs of residents and make referrals to the appropriate statutory or voluntary agencies on behalf of the resident.
- Liaise with the residents, families, carers and personnel from Health and Community Services, Community Mental Health team, GPs and other agencies and to participate in care and support planning, including attendance at case review meetings, to ensure that appropriate support is provided to the residents as necessary.
- Offer bereavement support and guidance to residents, families and carers as required.
- To be responsible for the installation, replacement and removal of community alarms and report any problems with Telecare equipment to the relevant agency.
- Visit Careline and community support users to check on their well-being, update records and ensure the alarm equipment is in good working order.
- Promote, support and if necessary organise communal activities with residents, to include health and wellbeing and education events, encouraging maximum use of the shared facilities by the residents.
- Organise and supervise the operation of the luncheon club including responsibility for the ordering of lunches.
- To carry out the work in accordance with the Flexicare Housing Related Support contract and service specification.
- Work and liaise with the Care Manager and Senior Carer on a daily basis regarding home care provision within the flexicare schemes.

**General**

- To work within the procedures, processes and guidance included in the Supported Housing Handbook.
- To provide information, guidance and advice as appropriate.
- Prepare and review housing support plans and risk assessments, carry out any follow up actions and monitor outcomes for each resident.
- Respond to emergency calls from sheltered housing and flexicare residents, community support and Careline users and take appropriate action, including providing direct assistance and support, alerting emergency services and liaising with other agencies and carers to arrange medical and/or assistance as necessary.
- Assess older and disabled people’s need for supported housing services and provide appropriate advice. If not suitable advise and refer to other agencies as required.
- Work at any supported housing scheme required. Work effectively as part of a team to provide cover to other schemes in the absence of a Supported Housing Officer and
respond to emergency calls from people in the community as required.

- Work within the guidelines included in the professional boundaries procedure at all times and ensure the highest standards of confidentiality relating to individual residents and Stevenage Borough Council are maintained.

- Utilise the information technology available including Northgate, Outlook and Microsoft applications.

- Establish and maintain an efficient manual and computerised administration system for supported housing schemes. Maintain the scheme diary and record of resident contact on a daily basis, and maintain scheme and Careline Centre resident records in accordance with the agreed procedures. Provide management information on the operation of the schemes and services, and the residents living in it.

- Collect and maintain manual and computerised records for the efficient operation of the Careline service including completion of Careline Centre records, call out reports, management information, assessment and fitment records, stock control and annual visit spread sheets.

- Contribute to development work and projects that meet the needs of supported housing residents, adopt specialisms on behalf of the team and contribute to the review of procedures and processes.

- To actively promote supported housing services for older and disabled people to include open days, events, talks to groups and individuals, and promotional literature.

- Attend staff meetings, case conferences, training sessions and other meetings as required.

- Assist with the induction and mentoring of new staff.

- Perform any other reasonable duties compatible with the nature of the post as determined by Managers within the service area.

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3. The role’s key contacts and level of relationships with individuals, groups of people, agencies and external organisations

This role requires the post holder to liaise with a wide variety of agencies including the ambulance service, North Herts Careline Centre, Health and Community Services, Community Mental Health Team, Carers, Doctors, Police etc. The role will involve contacting a wide range of other departments within Stevenage Borough Council and liaising with family and friends of residents.

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4. Governance and corporate responsibilities

1. Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role

2. Adhere to the Council’s policies, rules and procedures including, Health and Safety, Equal Opportunities, all other legislative responsibilities, governance, financial and procedural rules.

3. Ensure compliance to the organisation’s Code of Conduct in the delivery and provision of services to staff and the community
# Person Specification

<table>
<thead>
<tr>
<th>Post Title:</th>
<th>Supported Housing Officer</th>
<th>Post Number:</th>
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<tbody>
<tr>
<td>Service Area / Department:</td>
<td>Supported Housing</td>
<td>Directorate:</td>
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## Required Competencies

<table>
<thead>
<tr>
<th>Knowledge, skills and abilities</th>
<th>Required Competencies</th>
<th>Essential</th>
<th>Desirable</th>
<th>How to be Assessed</th>
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<tbody>
<tr>
<td>This covers all technical, specialist, procedural and organisation knowledge and skills required for the post</td>
<td>Ability to demonstrate good communication skills both written and verbal</td>
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<td>Application Test Interview</td>
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<td>Understanding of older, disabled and vulnerable people and their needs and the services available to them</td>
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<td>Ability to work on own initiative and prioritise own workload without supervision and to work as part of a team.</td>
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<td>Flexibility to adapt to the needs of the residents and the service.</td>
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<td>Ability to cope well with emergencies, conflict and stressful situations</td>
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<td>Assessment skills</td>
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<td>Problem solving and organisational skills</td>
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<td>Ability to provide accurate admin/record keeping and performance management information,</td>
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<td>Caring disposition and common sense</td>
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<td>Computer literate in Microsoft Office including Word &amp; Excel</td>
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<td>Educated to GCSE level or above, including Maths and English</td>
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<td>Professional housing or social care qualification or a willingness to study</td>
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## Experience

<p>| This covers aspects of specific levels of | Emergency first aid | √ | | |
| Knowledge of Health &amp; Safety | √ | | |</p>
<table>
<thead>
<tr>
<th>experience required for the post</th>
<th>Previous knowledge of working with older, disabled or vulnerable people in a paid or voluntary capacity – preferably in a community setting</th>
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<tbody>
<tr>
<td><strong>Any other attributes required for the role not mentioned above</strong></td>
<td>Ability to manage own time and deal confidently with changing priorities and pressures. Be flexible and work different shifts at short notice.</td>
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<td>Must be a car driver and have use of a car during work time</td>
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<td>Clean Driving Licence</td>
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<td>Business Insurance required</td>
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<td>No serious health problems that could adversely impact upon job performance. (ie one that cannot be accommodated by reasonable adjustments). Good attendance record (not including absences resulting from disability).</td>
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<td>Successful applicants will be required to have an enhanced DBS check</td>
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