

Role Profile: Support Officer

WHO'S IN MY TEAM?

Line Manager (role):	Foyer Manager/Assistant Foyer Manager
Level:	A ¹
Team:	Foyers
Business area:	Customer Services

WHAT'S MY ROLE?

To work as part of a team, providing an effective, customer focused support service for residents within the Foyer Service. You will need to liaise with relatives, statutory and voluntary agencies to enable customers to receive the support they need to maintain their independence.

You will be expected to provide a service in line with mhs homes' policies and procedure and fulfil the criteria of the Quality Assessment Framework for the Housing Related Support agenda, and be responsible for the administration and day to day management of the schemes

WHAT AM I ACCOUNTABLE FOR?

- Delivering excellent operational performance through management of customer cases where the customer need typically relates to any of the following, tenancy sustainment, debts, anti-social behaviour, health, independence skills, ETE engagement and sustainment, moving on
- Deploying generic knowledge and skills to challenging situations achieving the best outcomes of the customer, communities and mhs, drawing on colleagues in the Customer team as required to develop own expertise when needed
- As and when things go wrong, investigating customer concerns and ensuring that they are resolved appropriately, ensuring that learning from mistakes feeds into continuous improvement
- You'll be an 'ambassador' for mhs homes and work with external agencies such as the Police and Social Services, to deliver the right outcomes and solutions for customer and for mhs homes, with agreed targets
- Delivering excellent customer service through our multi-channel platforms (Web, social media and self-service portals), email, telephone and post. Promoting and nudging customer behaviours towards new digital channels is also a key part of the role
- Sharing ideas, information and best practice with colleagues, so that we can continually improve our service and find creative solutions to solve problems, and ensuring that learning from mistakes feeds into continuous improvement
- Embracing change and new technologies, and suggesting new ways of working
- Sharing best practice and coaching or support less experienced colleagues as required
- Embracing change and new technologies, and suggesting new ways of working
- Contribution to overall performance of the Foyer team

¹ Please refer to the Leadership Behaviours Framework for this level

WHAT WILL I BRING TO THE ROLE?

What's essential:

Experience of working within housing, or with people in housing need, in some or all of the following disciplines:

- Debt and welfare, benefits advice
- Licence management
- Licence sustainment
- Anti-Social behaviour
- Housing need
- Thorough knowledge of relevant legislation in area of expertise
- Strong customer management and relationship skills
- Track record of effectively managing a portfolio of cases
- Working effectively with colleagues across the business, and with external stakeholders
- Driving Licence, and use of a car for work purposes
- A Disclosure Report is required for this post and employment is subject to satisfactory findings. The level of Disclosure determined as appropriate in this instance is enhanced.

BUDGETARY RESPONSIBILITIES:

Headcount:	Not applicable
Financial (operational / capital):	Not applicable
Other, if applicable:	In line with Support Officer processes in the Foyer team

ESSENTIAL QUALIFICATIONS:

Health and Social Care Level 3, or willing to work towards

Version number: 1

Task List

- ❖ To agree a Support Plan with each service user, identifying their needs and reviewing Support Plans quarterly or earlier if there has been a change in circumstance
- ❖ Weekly Key working meetings
- ❖ To carry out regular risk assessments for each customer
- ❖ To carry out needs and risk assessments for new applicants to the service
- ❖ To provide effective cover to foyers for annual leave and sickness as required
- ❖ To work with appropriate partners agencies as required
- ❖ To provide support to enable customers to maintain their independence
- ❖ To bring to the attention of the managers any matters of concern or issues around safeguarding, professional boundaries and critical events
- ❖ Make sure that confidentiality is always maintained
- ❖ Build partnerships with Social Services and other relevant agencies
- ❖ Deliver services that comply with the Standards of Medway Councils' Housing Related Support agenda
- ❖ Use specialised ICT systems
- ❖ Work together with other departments within the mhs homes
- ❖ Maintain excellent diary management
- ❖ Deal with enquiries quickly and efficiently
- ❖ Keep up to date with legislation, good practice and internal policies and procedures.
- ❖ Make sure that all Health and Safety, Lone Worker arrangements and policies are followed at all times.
- ❖ Input and update customers details on all mhs systems eg. Open Housing, React, EDM, databases, CORE
- ❖ VOID management eg. Contacting VOID's team, Locata updates, Interviews
- ❖ Reception duties
- ❖ Housing management admin eg. New/Exit paperwork, Communal repairs
- ❖ Welfare benefit advice and support
- ❖ Multi agency meetings, Safeguarding meetings, TAYP/TAC
- ❖ Weekly Health and Safety checks
- ❖ Fire Drills
- ❖ Stock ordering and Purchase ordering (Documotive)
- ❖ Licence sign up