

Role Profile: Supported Living Advisor

WHO'S IN MY TEAM?

Line Manager (role):	Supported Living Manager
Level:	A ¹
Team:	Supported Living Team
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 Supported Living Service. You will need to liaise with relatives, statutory and networking 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, day to day management and resident involvement within 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, debt management, anti-social behaviour, health, independence skills, engagement and sustainment.
- Deploying generic knowledge and skills to challenging situations achieving the best outcomes of the customer, communities and mhs, working with 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
- Managing the minimum of 2 Supported Living Schemes
- 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
- Work within the scheme and local area to build a community hub feel
- Contribution to overall performance of the Supported Living 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
- Decant development schemes
- Tenancy sign up
- Tenancy management
- Tenancy sustainment
- Anti-Social behaviour
- Resident involvement
- 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

BUDGETARY RESPONSIBILITIES:

Headcount:	Not applicable
Financial (operational / capital):	Not applicable
Other, if applicable:	

ESSENTIAL QUALIFICATIONS:

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

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Task List

- ❖ To agree a Support Plan with each service user, identifying their needs and reviewing Support Plans annually or earlier if there has been a change in circumstance
- ❖ To carry out regular risk assessments for each customer
- ❖ To carry out emergency pull cord unit checks on a quarterly basis
- ❖ To provide early morning welfare calls and No Response checks
- ❖ To carry out needs and risk assessments for new applicants to the service and sign tenancy
- ❖ To provide effective cover to schemes for annual leave and sickness as required
- ❖ Ensure the building is maintained and report all communal repairs
- ❖ To work with appropriate partners agencies as required
- ❖ To manage SOS (floating support) customers, including support plans and signposting
- ❖ To hold minuted resident meetings quarterly
- ❖ 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
- ❖ Housing management admin eg. New/Exit paperwork, Communal repairs
- ❖ Welfare benefit advice and support
- ❖ Multi agency meetings, Safeguarding meetings, best interests, care managers
- ❖ Weekly Health and Safety checks
- ❖ Fire Drills
- ❖ Stock ordering and Purchase ordering (Documotive)
- ❖ Decant development schemes