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Plymouth Community Homes

JOB DESCRIPTION

POSITION: Housing with Support Officer

RESPONSIBLE TO: Housing with Support Manager

LOCATION: Within the company's operational area

SUMMARY OF ROLE

To promote independence, dignity, choice, equal opportunities, privacy, confidentiality, rights and wellbeing of older customers and/or those with support needs. To act as a co-ordinator of support for older people including the assessment of support needs and to maintain an overview of suitability of services provided.

To act in a manner that ensures that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with PCH's policies and procedures.

To provide support to customers with support needs, enabling them to remain independent in their own homes with privacy and security. To offer assistance to customers and provide or obtain help in cases of emergency.

To encourage participation and involvement of customers in supported housing schemes and the wider community. To ensure the administration, management and maintenance of supported housing schemes in accordance with PCH's policy and procedures.

Deliver an excellent housing and estate management service. You will do this by working in a way that shows genuine commitment to providing a good quality of life for people living on PCH estates. This will mean demonstrating, by word, action and measurement that the views and priorities of customers are taken into account in all aspects of service delivered by you, or by those you supervise. You will also contribute actively to PCH's change and improvement agenda and strategies, taking a "one business" approach to working with colleagues in different parts of the organisation.

The post holder is required to have a satisfactory enhanced DBS check for the duration of their employment in this role.

KEY TASKS

ROUTINE CONTACT WITH CUSTOMERS

- Ensure the welfare and wellbeing of customers who require housing with support, within a defined number of schemes or areas, maintaining regular contact as agreed and documented in an appropriate support plan.
- Deliver a timetabled support plan to customers, ensuring positive outcomes are achieved supporting them to achieve their goals and objectives and fulfil their potential.

- Monitor the general health and wellbeing of customers, advising next of kin or other relevant agencies of any concerns. Respond promptly to all emergency calls or illness until medical / emergency aid arrives and / or relatives' (or other next of kin or recorded contact) assistance is obtained.
- When a customer dies, ensure that appropriate medical services and nominated contacts are notified and follow PCH's policy and procedure on death of a tenant and termination of tenancy.
- Provide support to customers with the completion of forms and/or documents to apply for housing benefit and/or other welfare benefits and disabled facilities grants (DFGs). Refer to appropriate agencies for assessment.
- Provide a customer focused service complying with agreed policies, procedures and service standards.

LIAISING WITH OTHER STAFF AND AGENCIES

- Liaise with colleagues and external agencies to co-ordinate a full range of support, health, housing, finance, adaptations and community involvement options being made available to customers.
- Maintain regular contact with relevant staff within PCH when properties are due to be vacated. In particular, ensure that PCH's tenancy termination procedures are followed when a confirmed vacancy is to occur and ensure keys to the property are passed to the relevant member of staff as soon as possible.
- Work closely with other agencies to achieve agreed outcomes for customers e.g. health, social services, education and local authorities.
- Provide cover as and where required in the absence of other members of the Housing with Support team.
- Liaise and work with general needs housing teams and other departments within PCH as required to address tenancy, repair and other issues.

HOUSING MANAGEMENT

- Undertake viewings with prospective new tenants and complete needs and risk assessments to clearly identify prospective tenants' support needs and suitability for Housing with Support. Provide information about the schemes and services provided. Complete accompanied lets and sign ups in accordance with current policy and procedure.
- Undertake regular health and safety site inspections, visits and other estate management duties, including assessing compliance with the Disability & Equality Act 2010.
- Report maintenance defects in Housing with Support schemes or Alarm Call equipment to relevant teams or agencies. Maintain the security of any communal parts of the premises and monitor cleanliness and tidiness of the site(s). Report defects and poor service to relevant teams.
- Encourage and support individual customers to report repairs to their own homes.

CUSTOMER INVOLVEMENT

- Work with customers, in a range of ways, to ensure that they are empowered to voice opinions and priorities, and that expressed wishes are properly taken into account when

planning service delivery. Keep customers informed of the results of their involvement. This may involve working outside of normal working hours.

- Act as a facilitator to assist and empower customers to organise social activities and form tenants' committees or associations. Work with customers, in a range of ways, to ensure that they are empowered to voice opinions and priorities and create opportunities for customers to feed back their views on services.
- Ensure that customers' views are used to develop and improve the service and that their expressed wishes are properly taken into account when planning strategies for the schemes. Keep customers informed of the results of their involvement.
- Ensure that all customers' views are properly used to inform processes such as the design, decoration and furnishing of communal and external areas.

ADMINISTRATION AND OTHER RESPONSIBILITIES

- Assist in reviewing the service as required, working towards continuous improvement and exploring innovative approaches to service delivery. Keep up to date with changes to Supporting People requirements and the impact this may have for the service and its customers.
- Contribute accurate and timely data for key performance indicators and benchmarking exercises as required.
- Record all contact with customers using prescribed documentation and IT systems, ensuring all records are kept up to date. Maintain and update records to demonstrate how support provided has achieved positive outcomes, both for customers and funders / commissioners of service. Ensure that all files and records comply with data protection and confidentiality policies and are available for scrutiny or audit.
- Keep up-to-date on the needs of older people and other special needs groups in the area and best practice for provision of housing related services. Attend meetings (including tenants' meetings), training courses and seminars as required.
- Be the first point of contact for minor complaints and be aware of and implement PCH's complaints process where appropriate. Ensure that more serious complaints are passed on promptly to a relevant senior member of staff.
- Participate in rota for PCH 'out of hours' response rota outside normal office hours.
- Carry out other duties as may be reasonably requested by PCH.

SPECIAL NOTES AND CONDITIONS

- No gift or hospitality offered in the course of your duties should be accepted without the express written consent of a senior member of PCH's staff who will make any decision based upon PCH's Hospitality Policy.
- Under no circumstances should you handle money on behalf of customers including lending money to or borrowing money from customers. Do not get involved in syndicates for lottery, pools, home shopping catalogues or any other scheme where money may change hands.
- Details of any legacies or proposed legacies to you must (where known) be reported to your line manager.
- You must not *administer* tablets, medicines, eye drops, or any other prescribed medication, even in an emergency, unless directed to do so by the emergency services.

Plymouth Community Homes
PERSON SPECIFICATION
Housing with Support Officer

Requirement	Essential	Desirable
Experience	<p>Experience of developing effective working relationships within a varied customer and partner group.</p> <p>Positive, “can do” attitude and demonstrable experience of working in a balanced, fair-minded and clear way with a diverse customer base.</p> <p>Working with computerised administration systems (incl. MS Word, Excel & Outlook), following procedures and working to deadlines.</p> <p>Demonstrable experience working in a customer focused environment.</p>	<p>Experience of working with older people.</p> <p>Experience in ensuring the security of communal parts of premises.</p> <p>Experience of handling emergency situations.</p>
Knowledge	<p>Basic knowledge and understanding of supported housing.</p> <p>Some knowledge of welfare benefits and care services for the elderly.</p>	<p>Some knowledge of housing associations and the challenges of letting empty homes.</p> <p>Knowledge of The Care Act 2014 and of the Supporting People framework and their impacts on services for older people.</p> <p>Knowledge of current funding options available for housing providers who offer support services to older people.</p>
Skills / Abilities	<p>Ability to communicate and work effectively with all client/customer groups, colleagues and external agencies.</p> <p>Skill in building rapport & relationship with a wide range of customers and staff, some of whom may present real challenges. Ability to work well in a team.</p> <p>An effective problem solver, who can work on own initiative.</p>	

	<p>Able to plan and manage own workload and prioritise in order to achieve deadlines.</p> <p>Able to carry out administrative tasks, including use of basic computer applications (e.g. MS Outlook, Word and Excel) and to use the housing management application to provide information to customers on rent accounts and repairs progress.</p>	
Qualifications	<p>Five GSCE's (or equivalent) grades A-C including Mathematics and English and Two A Levels (or equivalent). Candidates who don't meet this criteria, but have experience working in a support environment with older or vulnerable people, will be considered.</p> <p>Willingness and Commitment to work towards a Certificate in Supported Housing (or recognised equivalent).</p> <p>Evidence of relevant continuous professional development.</p> <p>Full driving licence.</p>	<p>Health and Safety Qualification.</p> <p>Qualified First Aider.</p> <p>Basic Food Hygiene Qualification.</p>
Physical Requirements	<p>Willingness to work flexibly outside normal working hours if required.</p> <p>Full driving licence and access to a vehicle on a daily basis for work purposes.</p> <p>Willingness to respond to emergency calls outside of normal office hours.</p>	

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfill the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.