

**CARE AND SUPPORT
JOB DESCRIPTION
Housing Advice Worker**



SALARY BAND	E1	RESPONSIBLE TO	Team Leader
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EXPERIENCE PREFERRED

An understanding and, or experience of working in a military environment. An understanding and experience of issues surrounding housing and homelessness. An Experience of working with administration systems.

SUMMARY

- To advise and assist Single Ex Service personnel, both post and pre discharge, to secure suitable accommodation.
- To ensure that the service is meeting both contractual and funders requirements.

KEY TASKS

Strategy and Service Development

1. Delivering a 'best practice' housing service, appropriate to service users' needs.
2. Undertaking referrals and assessments of potential service users, working with them to identify the most appropriate housing solution for their needs.
3. Ensure service users are signposted to relevant external services.
4. Ensuring compliance with contract requirements.
5. Ensuring culture and diversity issues have been considered, and to tackle any forms of discrimination, adhering to equality and diversity procedures.
6. Working in line with health and safety requirements to ensure the overall safety and security of the service.
7. Ensuring the delivery of an effective and consistent administration system.
8. Collating and submitting information returns, including funding, health and safety and performance returns.
9. Ordering and monitoring office supplies and equipment.
10. Maintaining all financial administration systems, including, invoices & petty cash.
11. Collating internal financial monitoring reports as and when required.
12. Providing personal administration support where appropriate.
13. Ensuring appropriate recording and IT systems are in place.
14. To carry out presentations and briefings as and when required.
15. Occasional travel across schemes in the cluster.

Service Delivery

1. To understand your role in the organisation and to be accountable for your contribution to maximise profitability.
2. To understand how your job contributes to the overall purpose of the organisation and be accountable for delivering it in the most efficient way.

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3.	To understand that your efforts will be customer led and be accountable for positive and tangible outcomes.
4.	To understand that Care and Support are a nationally focused organisation and to be accountable for adhering to the agreed corporate policies and procedures.
5.	Actively involved in team meetings and attending regular supervisions.
6.	Working with colleagues to ensure key performance indicators are being met.
7.	Working in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.
8.	Working in partnership with other key agencies, both in the statutory and voluntary sectors.
9.	Ability to use appropriate IT systems and maintain professional and timely records.
10.	Attending appropriate training and development opportunities as required.
Other Duties	
1.	To provide a high quality, customer-orientated service championing “Riverside Service Style” practices.
2.	Constantly review work outputs, setting improvement targets and appraising individual performance.
3.	Participate in the work of the Divisional team, encouraging innovation.
4.	Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service.
5.	To ensure compliance with Riverside’s Equality and Diversity policy, in respect of employment and service delivery.
6.	Ensure that all data is compliant with legislation and policies relating to data quality.
7.	To actively promote Riverside locally.
8.	Any other relevant duties as required by the designated manager.
9.	To ensure compliance with Riverside’s safeguarding policies and procedures in every aspect of service delivery.
COMPETENCE FRAMEWORK	
WORKING TOGETHER	
Trustworthy and confidential in all matters and acts to influence and win over others rather than use authority. Responds positively to requests for information and willingly co-operates. Works cross functionally with other teams to discuss issues and actively makes time to listen to others, respecting their views and needs. Offers and accepts constructive advice and criticism and takes their share of responsibility when things go wrong. Understands how their own behaviour impacts on others and challenges unacceptable behaviour. Works effectively in a team participating, responding positively and putting extra effort into achieving team objectives.	
FOCUSING ON CUSTOMERS	
Seeks clarification on customer needs, chases information and follows up to ensure delivery of what is required is within timescales. Takes pro-active steps to exceed customer expectations and add value, without unnecessarily hindering or putting pressure on self or team’s area of work. Seeks out customer feedback and acts on it and remains calm and patient in the face of difficult situations and consistently demonstrates the use of “Riverside Service Style” techniques and tools. Understands and demonstrates the Customer Charter and has a “can do” approach. Treats complaints as “real gold” opportunities to improve service.	
GOING FOR IT AND STICKING WITH IT	
Trusts in their own judgement, makes decisions confidently and with hindsight are correct. Analysis data logically and plans work that takes into account peaks and troughs uses own initiative and adapts plans quickly to address changes in the environment. Perseveres even when task appears boring striving to achieve a quality outcome. Sets out and communicates clear objectives and milestones to all those involved and monitors achievement against plans. Consults others in the planning process to get the best workable plan. Is able to review own performance objectively and	

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understands and uses a continuous improvement model.

RESPECTING EVERY INDIVIDUAL

Has good time management skills which are efficient and effective and keeps to promises. Is always improving and developing themselves, puts learning into practice and actively learns from others. Gives and receives feedback, instantly, constructively and without being defensive. Remains positive and maintains performance in the face of difficult situations. Takes time and consideration to understand diversity and treats everyone as an individual with objectivity and fairness.

COMMUNICATING POSITIVELY AND LISTENING TO UNDERSTAND

Using the communication policy and “Riverside Service Style” ensures all written communication is clear and precise. Uses variety of tone and inflection in speech in order to emphasise points and adjusts level of language to suit the audience. Is aware of non-verbal (body language) communication and uses it for emphasis. Delivers effective presentations, that are interesting and informative and engages the audience. Builds relationships through communication and always asks questions to clarify. Actively hears what others say and demonstrates that it has been received, uses information to challenge appropriately.

MAXIMISING VALUE MINIMISING WASTE

Challenges and reviews all management activities that are not VFM and demonstrates continuous improvement and challenges practices. Monitors financial information and provides notes on variances, inefficiencies and savings. Regularly identifies areas for savings and cost efficiencies and provides data for the wider group. Provides customers with a VFM service that ensures efficiencies are returned to the organisation. Procedures and processes are efficient and comply with Health and safety responsibilities. Recycle 80% of the time.

CHALLENGING THE CONVENTIONAL

Has confidence to challenge procedures and raise them with colleagues and line manager positively. Breaks a problem down to behind it and understand it more and implement changes. Researches and adopts best practice and adapts ideas from within the business local areas, scans the environment for opportunities for improvements. Views problems as opportunities and is unconstrained by current thinking or ways of doing things. Seeks out new experiences and opportunities to learn new things.

TRAINING REQUIREMENTS

- H&S INDUCTION**
- FIRE SAFETY AND AWARENESS**
- DISPLAY SCREEN USER**
- MANUAL HANDLING**

STAFFING RESPONSIBILITIES	FINANCIAL RESPONSIBILITIES
None	In accordance with Riverside’s Delegated Authority policy.
Date of Description	18.08.2011

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