

## Housing Worker (Temporary Accommodation)

Role Profile			
<b>Job Title</b>	Housing Worker (Temporary Accom)	<b>Grade</b> (Office Use)	Client Worker
<b>Area</b>	Plymouth	<b>Team</b>	Resettlement
<b>Reports to (Job Title)</b>	Resettlement Manager	<b>Hours</b>	37
<b>Location</b>	Houses (outreach) / Harwell Centre / from home / as required	<b>Working hours</b>	Mostly office hours; but some weekend work, early mornings and evenings, inc phone cover
<b>CRB check required</b>	Y – enhanced		

### Temporary Accommodation

Path's Temporary Accommodation Scheme exists to provide additional, flexible accommodation to single homeless people. It is an option for people not yet ready to move into their own accommodation and who have low levels of support needs. This role is part of the housing management team running the Scheme.

This Scheme provides temporary accommodation:

- For people presenting as single homeless in Plymouth
- As an alternative to the hostels
- Using support provided by other (often the referring) service/s
- With visits to each property at least each week

### Duties may include

#### **1. Moving into resettlement / other temp accommodation**

- Receiving, processing, prioritising and responding to referrals, including building links with relevant services, being clear about the role of the scheme to ensure appropriate referrals at all times
- Assessing potential clients, maintaining a waiting list (as appropriate) and communicating with clients and referrers
- Helping residents move and settle in to properties, carrying out induction for new residents, being clear of rules and expectations, including this being temporary accommodation
- Supporting the setting up Housing Benefit claims and ensuring residents understand rent and top-up

#### **2. Monitoring and managing houses**

- Conducting at least weekly visits to each property, including checks of communal areas, in particular
- Following up re any issues such as damage, wear and tear, repairs etc to ensure that every property is safe and well-maintained, reporting issues in writing to the Asset Management Worker
- Working with colleagues to collect and process service charge payments (top-ups) from residents and check and ensure Housing Benefit payments.
- Providing out-of-hours phone cover on rota to respond to maintenance issues, usually from home.

### **3. Individual support**

This is not a support service. Residents should receive support from relevant commissioned services, in some cases being the services that referred them. The focus of this role is therefore different but complementary.

### **4. Move on**

Residents may lead on their own 'move on' (leaving for other accommodation) or may have support workers helping them with it. This role may link with or refer residents for support but will also prompt and 'process' people leaving, in terms of:

- Inspecting the resident's room and any communal space to ensure everything has been left in good order and addressing any issues
- Making appropriate records and alerting those needing to know
- Readyng the room / property for future residents

### **5. General / other**

- Utilising, developing and maintaining recording and monitoring systems, inc: maintaining records on Path database; submitting regular info / reports
- Building relationships, and ongoing liaison, with relevant agencies, including developing and maintaining referral procedures (taking and making referrals).
- Participation in Path's other accommodation work, including covering for other workers.
- Participation in staff and other meetings, as required
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions

### **Targets**

This role manages houses and rooms, where Path is the landlord. For all, the aim is to:

- Ensure properties are suitable and safe
- Maximise occupancy and minimize voids
- Manage properties within budget
- Have residents stay an average of 3 to 12 months, people generally staying less than a year so as to best utilise this limited resource.

## Housing Worker (Temporary Accommodation): Person Specification

Path is looking for someone with a good understanding of housing and homelessness issues, experience of and skills in managing accommodation, plus a positive attitude toward working with people vulnerable to homelessness. Anyone applying for this post should demonstrate how they meet the criteria below.

Qualities and abilities	Office use
<p><b>Essential</b></p> <p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> <li>• Approachable</li> <li>• Non-Judgmental</li> <li>• Motivational communicator</li> <li>• Demonstrable ability to engage, refer and collaborate effectively</li> <li>• Problem-solving, realistic approach</li> </ul> <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> <li>• Ability to manage properties, especially in terms of safety and standards and including ability to carry out property checks</li> <li>• Good understanding of supported housing sector</li> <li>• Ability to set up licenses, inducting residents into houses, including understanding relevant procedures</li> <li>• Knowledge of relevant housing and homelessness legislation/guidance</li> <li>• Understanding of welfare benefits, inc proposed reforms (Universal Credit etc.)</li> </ul> <p><u>Client work</u></p> <ul style="list-style-type: none"> <li>• Experience of providing information and support to individual clients</li> <li>• Ability to identify housing options; problem-solve; prevent homelessness</li> <li>• Ability to identify and manage risk</li> <li>• Positive attitude towards, and understanding of, relevant client groups</li> <li>• Understanding of and commitment to equal opportunities and diversity</li> </ul> <p><u>Office and communication</u></p> <ul style="list-style-type: none"> <li>• Experience of liaising / communicating with other staff on professional basis, including planning and running meetings</li> <li>• Good written and verbal communication skills</li> <li>• IT skills: ability to use databases + Microsoft Office (adept with word processing, e-mail, spreadsheets) as minimum</li> </ul>	

<ul style="list-style-type: none"> <li>• Ability to receive and appropriately process cash and to produce rent statements</li> <li>• Experience of being line managed and / or demonstrable ability to work under formal supervision</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Have a valid drivers' licence &amp; use of a car</li> <li>• Ability to efficiently respond to need, handle a large caseload and work to tight deadlines</li> <li>• Ability to manage your own time using flexible working</li> <li>• 5 GCSEs level C and above; including Maths &amp; English; or equivalent</li> <li>• Ability to represent oneself and Path to the public</li> <li>• Enthusiasm for this post and this area of work</li> </ul>	
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in the homeless and / or housing sector(s)</li> <li>• Emergency First Aid for Appointed Persons</li> <li>• More developed IT skills, such as design and creation of literature</li> <li>• Knowledge of local services, referral systems, and local procedures</li> <li>• Experience of writing / contributing to formal reports</li> <li>• Experience of negotiating with private landlords</li> </ul>	