



Digartref



Ltd



JOB DESCRIPTION

Job Title:	Senior Supported Housing Worker
Responsible To:	Supported Housing Projects Manager
Location:	Llangefni, Anglesey
Grade:	Point Pt 26 – 27 (£29,456.44 - £30,322.24) plus on call payments
Hours Of Work:	35 hours per week and on-call

Purpose of your job

- To provide day to day support and supervision to a team of supported housing staff that provide tenancy related support, (in a temporary 24 hour staffed hostel and dispersed accommodation) to young people aged 16 to 25 who have experienced or been at risk of homelessness, with the overall aim of supporting young people to move on into longer term accommodation having gained the necessary skills to live independently.
- To assist the Supported Housing Projects Manager in ensuring the delivery of an effective housing management service, including licence and contract agreement administration and compliance, void and rent arrears control, maintenance and repairs, furniture replacement, ensuring rooms are cleaned out and ready for re-let as quickly as possible, collection of utility charges, compliance with related health and safety issues including fire evacuation procedures and alarms and comprehensive reporting.
- To work with the Supported Housing Projects Manager to ensure 24-hour staff cover 365 days of the year, drawing up rota's and being able to act quickly to cover any gaps as and when necessary. Some weekend, evening and overnight cover may be required to ensure the rota is covered.
- To work and liaise closely with a range of external agencies including social services, commissioners, local authority depts e.g., housing and homelessness, housing benefit, other third sector organisations, ensuring a holistic multi-agency approach is adopted in the delivery of the service.
- To provide On-call cover in line with an On-call rota for which an additional payment will be made.

1. Staff Management

- 1.1 To assist the Supported Housing Projects Manager in the recruitment and selection of staff in line with the company's recruitment policies and procedures.

- 1.2 To be responsible for the comprehensive induction of new staff, drawing up an induction programme, facilitating related activities and tasks and monitoring progression, completing all related paperwork.
- 1.3 To provide the staff team with day-to-day support and undertake regular supervision and appraisals. Ensure staff are familiar with and work to the company's policies and procedures and overall aims and objectives, this will include the facilitation of regular recorded staff meetings, individual 1 to 1 management support meetings, probationary period reviews and sign off or extensions, and capability and sickness absence management.
- 1.4 To be responsible for monitoring the staff team's performance, ensuring a professional attitude to work, compliance, and adherence to the Staff Code of Conduct at all times, dealing effectively with poor performance, and where required, assist in the investigation of complaints including grievances and disciplinary cases in line with the company's related policies and procedures.
- 1.5 To work closely with the Supported Housing Projects Manager in the planning and coordination of the team's workload, including and ensuring 24/7 staff cover at all times via compilation of a staff rota and arranging cover for absent staff.
- 1.6 To operate within the legal practice framework with regard to employment legislation and the company's related policies and procedures.
- 1.7 To assist in identifying the training needs of the staff team, working to a budget to source training required in line with the company's related policies and procedures.

2. Housing Management

- 2.1 To ensure related Licence Agreements and Supported Standard Contracts and other related documents are issued correctly and in a timely manner, ensuring compliance with The Renting Homes (Wales) Act 2016. Where breaches occur, report these to the Support Housing Projects Manager and ensure the related company policies and procedures are followed.
- 2.2 To support the Supported Housing Projects Manager in maintaining excellent void control, minimising the length of vacancies across the project to ensure high occupancy levels and to keep up to date rent account tracking systems to monitor rental income and control related bad debts, ensuring clients receive 4 weekly rent and service charge statements.
- 2.3 To assist the Supported Housing Projects Manager and support staff you line manage in ensuring the delivery and coordination of a high quality, effective housing management service, to include maintenance and repairs to the building, fixtures and fitting, heat and lighting systems and all external areas, furniture replacement, utilities control, compliance with related health and safety issues including fire evacuation procedures and alarms and comprehensive reporting.
- 2.4 To ensure repairs are addressed promptly, that accurate related records are maintained and assist and organise within the team that regular checks of the buildings are undertaken to ensure quality accommodation provision is maintained.

- 2.5 To always ensure best value and quality in sourcing suppliers and contractors in the provision of goods and services including: maintenance, repair and servicing work required (furniture, white goods, redecoration, repairs, alarm systems, PAT).
- 2.6 To assist the Supported Housing Projects Manager in ensuring accurate rent and service charge income records are maintained and related rent administration procedures are followed, including providing 4 weekly rent and service charge statements to licensees/contract holders, and to support your team in the collection of rent/service and utility charges due from the service user and maintain accurate related records.
- 2.7 To ensure service user accommodation, communal and staff allocated rooms and offices as well as all external areas comply with all Health and Safety, environmental, fire and other regulations.
- 2.8 To ensure all accommodation, including external areas, are cleaned on a regular basis and that high standards of hygiene are maintained at all times.
- 2.9 To be fully conversant with the defined housing management targets, ensuring these are adhered to and achieved and where problems are identified to report to the Supported Housing Projects Manager on a regular basis, setting targets and actions for improvement.
- 2.10 To support the Supported Housing Projects Manager in dealing effectively and in a professional manner with neighbour disputes, seeking appropriate advice where necessary and maintaining accurate related records.
- 2.11 To ensure a clean and comfortable living environment including ensuring your team carry out resident room/communal area checks with service users to maintain quality standards, increase service user independent living skills and meet related health and safety standards required.

3. Support of Service Users

- 3.1 To be responsible for ensuring your team provide a high-quality tenancy related support service for those accessing the provision, in line with the aims of Housing Support Grant objectives in Wales, adopting a person centred, trauma informed approach to service delivery and the support planning model, that identifies the needs of service user and how these will be addressed if they are to move on to independent living. This will involve supporting service users to address issues impacting on their housing/homelessness situation, to meet the goals, targets and related outcomes identified.
- 3.2 To ensure all related procedures and processes are followed by your team, including the undertaking of risk and needs assessments, support planning and related reviews.
- 3.3 To take an active part in the interviewing, selection, and risk management of potential service users in accordance with the company's policies and procedures.
- 3.4 To ensure service users rights to privacy, dignity, and self-determination.

- 3.5 Support and direct the staff team in facilitating opportunities for service users to access specialist services, support and interventions from external organisations e.g. mental health, substance misuse, the local authority housing options team, housing and supported housing providers, primary health care services, CAB, Shelter Cymru, as well as internal Digartref Cyf project such as Learn4Life, mediation. Making onward referrals where necessary, advocating on their behalf and providing them with a voice.
- 3.6 To actively encourage service user participation and involvement in the delivery and further development of services including:
- Ensuring the staff team hold regular resident/service user meetings that minutes are taken, and actions identified are addressed, completing service user satisfaction questionnaires, adhering to the organisations Service User Involvement, Complaints & Compliments and Equal Opportunities policies and procedures.
 - Supporting service users to be actively involved in their community, ensuring they have a voice and an opportunity to be heard/take part.

4. Working with others

- 4.1 To ensure professional close working links/relationships are forged and maintained with related stakeholders, funders, referring agents, specialist organisations, contractors, neighbours etc.
- 4.2 To attend necessary external meetings, covering for your line manager in their absence.
- 4.3 To attend and facilitate internal meetings as requested including: team staff meetings, the AGM, other internal staff and management meetings and others as required.
- 4.4 To foster and maintain professional, positive working relationships with other Digartref Cyf staff members, working closely to optimise the benefits and opportunities for service users and create and maintain a supportive work environment for all staff across the company.
- 5.5 To adopt a flexible approach to working within the team and across the company, and where necessary and required, to cover for other Digartref senior support workers/your own or other staff team members, to ensure 24 staff cover services can be maintained and the needs of those accessing the services are met. This may require you to cover shifts on the rota at short notice or attend the workplace while covering on-call to offer support to staff and service users.

6. Administration, Finance, and the Use of I.T

- 6.1 To ensure all administrative tasks are carried out, including that of the team, and that all statistical data is collated, reported on in a timely manner, meeting related deadlines, that all reports required by funders, stakeholders, senior management and the Board are completed to a high standard.
- 6.2 To maintain accurate records and complete all paperwork in a timely manner ensuring compliance with company policies and procedures.

- 6.3 To assist the Supported Housing Project Manager in producing and submitting monthly & quarterly HSG Outcomes monitoring information.
- 6.2 To have a working knowledge, understanding and practical experience of I.T packages i.e., Microsoft Office including Teams, Outlook & Excel and the ability to use Digartref's web-based data programme Genesis.
- 6.2 To ensure service user information is inputted on a regular basis by you and your staff team on to the web-based programme Genesis, and that this data is up to date at all times.
- 6.3 To record, collate, check and authorise staff travel and submit to Admin and Finance Dept within the required time scale.
- 6.4 To be responsible for the administration of petty cash, ensuring accurate recording and receipting of spend, reconciling spend against petty cash reimbursement etc. taking corrective actions as appropriate.
- 6.5 To be responsible for the submission and application of service user Housing Benefit claims, working with the team and service user to ensure the required I.D, proof of income etc is available to support the claim.
- 6.6 To ensure rent and service charge income is maximised, including supervising support staff in ensuring accommodation charges are collected from residents. , Housing Benefit applications are completed and submitted promptly, and residents' personal charges are collected weekly.
- 6.7 To ensure rent and service charge payments received are monitored weekly to prevent rent arrears from impacting on the individual as well as the financial viability of the project, taking required proactive action. This will require assisting the Supported Projects Manager in ensuring accurate records are kept of all service user:
 - rent & service charge payments.
 - personal utility payments.
 - providing residents/contract holders with four weekly rent & service charge statements.
- 6.8 To ensure the company's Financial Policies and Procedures are always adhered to.

7. Health and Safety

- 7.1 To always ensure, the health and safety of oneself, the service users, the staff team, work colleagues as well as other external visitors/ contractors visiting the project.
- 7.2 To assist the Supported Housing Projects Manager in ensuring compliance with health and safety issues within your team/services on a day-to-day basis, e.g., undertaking periodic fire evacuations, health and safety checks around the building and outside, PAT etc and working closely with Digartref Cyf's Health & Safety consultants to address recommendations and actions required to ensure compliance.
- 7.3 To ensure security of the building at all times and that related access procedures including completion of the signing in book are adhered to. This requires checks

being undertaken to door entry systems, that nightly lock down procedures is being followed and intruder and fire alarms are activated.

7.4 To ensure a clean and safe working environment at all times

7.5 To comply with Health and Safety requirements and related policies and procedures at all times e.g. risk assessments, reporting procedures, lone working, and on-call.

7.6 To have a flexible approach to working hours in order to respond to emergency situations in accordance with Digartref's policies and procedures.

7.7 To be part of the 365 day per year on-call rota, providing on call assistance outside normal office hours including evenings, nights, and weekends etc. to meet the needs of the service. An additional weekly payment is made for on-call cover.

8. Safeguarding

8.1 To accept a shared responsibility across the organisation in relation to the Safeguarding of Children, Vulnerable Adults and Domestic Violence, being available to advise and guide the staff team and others if they have related concerns, where necessary completing safeguarding referrals for submission to the local authority by the Supported Housing Projects Manager.

9. General

9.1 To adhere to the organisations Staff Code of Conduct, as well as all other company policies and procedures at all times.

9.2 To adopt a flexible approach to working, which may include covering the rota in the absence of the staff team, weekend working and staying away from home on occasions and to regularly cover on-call via a rota (for which additional payments will be made) to meet the needs of the service.

9.3 To participate fully in the organisations supervision/management support and appraisal process.

9.4 To attend/take part in training and development opportunities as requested/identified by the line manager or other senior managers within the organisation.

9.5 To work independently and as part of a team and liaise effectively with other projects and staff.

9.6 To perform any other reasonable task as determined by the Supported Housing Project Manager or other senior managers.

9.7 The ability to communicate effectively through the medium of Welsh and English or a willingness to learn.

9.8 The ability to drive, have access to a car with business insurance cover.

This job description covers the current range of duties and will be reviewed from time to time. It is Digartref Cyf's aim to reach agreement on changes, but if agreement is not possible, the company reserves the right to change this job description with appropriate notice.

Supported Housing Senior Support Worker

	ESSENTIAL	DESIRABLE
EXPERIENCE & QUALIFICATIONS	• Experience of working with homeless/ vulnerable people with complex support needs or qualification in Social Care/Housing/Management • Experience of staff management • Experience of providing services for vulnerable people with complex support needs.	• Experience of housing management related duties e.g., issuing licences and contracts, void control, rent collection, maintenance of building etc. • Experience in compiling staff rotas.
SKILLS & KNOWLEDGE	• Excellent I.T skills and knowledge of Microsoft Office including Word, Excel, PowerPoint, Outlook etc. • Knowledge and understanding of relevant health and safety issues including risk assessments. • Excellent verbal and written communication skills. • Practical problem-solving skills and the ability to make decisions under pressure while dealing with difficult and emergency situations. • Working understanding of equality & diversity.	• Knowledge of The Housing Support Grant criteria and framework in Wales • Working knowledge of homelessness issues and homelessness legislation in Wales. • Working knowledge of Welfare Benefits • A working knowledge and understanding of Safeguarding as it relates to the protection of children and vulnerable adults.
ABILITIES	• Ability to work to deadlines, prioritise & organise your own workload as well as that of others. Excellent organisational skills. • Ability to deal with sensitive information and problems in a professional and sympathetic manner, maintaining confidentiality. • Ability to forge and maintain effective working relationships and partnerships with external organisations and key stakeholders.	
ATTITUDE	• Empathy and understanding of issues relating to young people with complex support needs and those affected by homelessness. • Non-judgmental, non-discriminatory approach, being helpful and approachable.	

	• Ability to always maintain professional boundaries/relationships with service users and the staff team. • A commitment to your own personal development and that of your team.	
OTHER	• A full and clean driving licence and access to own vehicle; business use insurance cover. • The ability to communicate in Welsh and English or the commitment to learn.	