

Tai Esgyn Housing

Company no: 1296339 Charity no: 506076

JOB DESCRIPTION

HOUSING SUPPORT OFFICER

**Accountable to: Senior Housing Support Officer
Operations Manager**

Main Purpose of Post

To provide relational, practical and emotional care and support to people with complex needs, enabling them to access, manage and maintain community based housing and use community based services.

Summary of Main Duties

- To provide a high quality enabling support thorough a person-centred approach.
- To provide high quality care and support focused to the needs of people with complex needs.
- To work within a multi-disciplinary and multi agency framework to ensure the delivery of services which meet good practice criteria contributing to the aims and objectives of Tai Esgyn.
- To work flexibly with people using an outcome focussed approach to support.
- To work with people to assess their needs to develop an individual Support Plan.
- To complete and review Support Plans within agreed organisational timeframes.
- To ensure that Support Plans are clear, realistic and an accurate reflection of the goals agreed, and that those goals are regularly reviewed.
- To provide a practical, emotional and flexible care and support geared to the needs and goals identified within the Support Plan.
- To provide assistance with claims for Housing Benefits, DWP Benefits and to provide support, advice and assistance to ensure that an individual is receiving all welfare benefits to which they are entitled.

- To liaise with statutory, voluntary and other agencies, local authorities, carers, families, GP's, consultants, Community Mental Health Teams, Social Workers, CPN's, day care services and other relevant agencies or people as necessary.
- To assist people with the development of individual budgeting, household management and money management skills.
- To ensure that individuals receive information, help and support to access other resources and facilities in their community, including education and learning, employment, leisure and personal interests.
- To provide accurate information and advice which enable people to make informed choices.
- To complete daily case recordings on all support interventions.
- To undertake Needs and Risk Assessments within agreed organisational timeframes.
- To visit people in their homes as necessary as per organisational Lone Working and Personal Safety policies.
- To participate in an on-call service on a rotational basis.

Housing

- In accordance with Support Plans, to ensure that individual's housing needs are met as far as possible.
- To provide advice and information on housing and tenancy matters.
- To ensure that people are aware and understand their rights and responsibilities in relation to their tenancy agreement.
- To assist people to identify and report repairs where necessary.
- To liaise with landlords over matters relating to the individual's tenancy as necessary. To include rents and rent arrears, complaints and neighbour disputes, services, repairs and maintenance, and any breach of the tenancy agreement by either party.

Other Duties

- To attend and participate in staff and other organisational meetings where required.

- To initiate and answer correspondence relating to the role, using the organisational Corporate Branding.
- To maintain written and computer based records relevant to the post.
- To work to create a sense of ownership amongst individuals and to promote a positive view of Tai Esgyn and partner organisations generally.
- To contribute and participate on various Task and Finish Groups within the organisation.
- To undertake relevant and appropriate training, and to participate in own supervision and appraisal and be able to respond positively to constructive criticism.
- To be aware of health and safety matters and comply with employee obligations in accordance with the written policy.
- To work to equal opportunity, anti discrimination and best practice in all activities.
- To encourage and work toward service user participation in all activities.
- To undertake any other duties consistent with the nature of the job.
- To take a professional approach to work.
- This post is subject to regular review and appraisal and this job description may be amended from time to time in agreement with the post-holder.
- This post will be subject to an Occupational Health Assessment.

Signatures:

Job-Holder..... Date:.....

**Director..... Date:.....
for Tai Esgyn**

Tai Esgyn Housing
Company no: 1296339 Charity no: 506076

Housing Support Officer: Person Specification

Essential Skills and Qualities	Desirable Skills and Qualities
<ul style="list-style-type: none"> ❖ Good general education ❖ An understanding of and positive attitude to complex mental health problems and an understanding of the support and housing issues facing people with more complex needs ❖ The ability to work in an outcome focused way, with individuals, and organisations. Good understanding of the support planning process. ❖ Commitment to helping vulnerable people to understand and exercise their rights, and to maximise their potential for independent living. ❖ Understanding of the welfare rights system and how it relates to people experiencing mental health problems. ❖ Ability to work on own initiative, organise own caseload, meet deadlines, and take responsibility for own work and make a positive contribution to team working. ❖ Ability to work within organisation policies with regard to Health and Safety, Equal Opportunity, Confidentiality, Quality Assurance and Positive Service Delivery. ❖ Ability, with training, to become self servicing with regard to correspondence, reports and electronic and paper records. ❖ Willingness to undertake training, and to respond appropriately to constructive criticism. ❖ Full driving licence and use of a car. ❖ An awareness of and ability to work within Professional Boundaries. 	<ul style="list-style-type: none"> ❖ Relevant professional or vocational qualification. ❖ Three Years' experience of working with people with complex mental health issues and/or delivering a service to vulnerable or disadvantaged people. ❖ Understanding of the nature and role of independent sector organisations in the Welsh context. ❖ Computer literate, with ability to use word processing, database and spreadsheet packages. ❖ Ability to speak Welsh.