



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Supported Housing Officer	Role Profile Number: CEN46
Grade: M Salary:	Date Prepared: December 2017
Directorate/Group: Housing	Reporting to: Line Manager
Structure Chart attached:	No

Job Purpose

- Act as shift leader for the Winter Housing Provision.

Key Accountabilities

- Deliver support to residents of Swindon's Winter Housing provision assisting them to develop the knowledge, skills and ability to live independently
- Agree and implement a support plan for individual residents. Monitor and report on progress.
- Supervise daily management and maintenance of site and support volunteers as required, ensuring that residents can live in safety and have quiet enjoyment of the facility.
- Develop positive partnerships with statutory and voluntary agencies which can provide appropriate support and advice to residents.
- Ensure the safe running of the provision overnight, including the effective management of any problems that may arise.

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's appraisal scheme, and to undertake a programme of continuous development.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your service area Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

- Previous experience in social housing or similar environment
- Previous experience of advising / supporting vulnerable people
- Knowledge of and experience of working with statutory and voluntary agencies
- Excellent all round communication skills
- Knowledge of welfare benefits system
- Understanding of safeguarding issues

Qualifications

- GCSE English and Maths, or equivalent
- Ability to visit residents and locations throughout the Borough of Swindon

Decision Making

- Seeking support from partner agencies in specific cases
- Taking action in respect of licence agreement/tenancy agreement enforcement

Creativity and Innovation

- Expected to be able to consider complex issues relating to the service and contribute to discussion/resolution
- Recognise the need for sometimes seeking alternative solutions to problems
- Identify possible changes/improvements to working practices

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p> <p>Assist with management of supported housing sites</p>
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Contacts and Relationships

Internal: Social Workers, Support Workers, Supporting People Team, Councillors, Benefit Assessors, Housing Managers, Housing Officers, Housing Maintenance, Education.

External: Emergency Services, Probation Services, Domestic Violence Unit, Child Protection Unit, Advice Points, Law Centre, Benefit Agencies, Health services (Dr's, Health Visitors etc.) As appropriate, represent Housing at Child Protection and other case discussions.

Other Key Features of the role

Overnight shift work will be essential in this role.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	