

<b>Job Title:</b> Floating Support Officer – Supported Housing	<b>Role Profile Number:</b> CEN100
<b>Grade:</b> M	<b>Date Prepared:</b> September 2021
<b>Directorate/Group:</b> Adults, Housing and Public Health	<b>Reporting to:</b> Supported Housing Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- Provide support to the residents who live at the Hay Lane Gypsy and Traveller (permanent) site. You will carry out regular site inspections, managing and re-letting empty pitches, dealing with reports of anti-social behavior, including breaches of any site arrangements. You will manage pitch rent arrears and work with the community to deliver a high level of resident involvement and satisfaction
- Deliver support to residents of Swindon Borough Council owned/managed supported housing, assisting them to develop their knowledge, skills and ability to live independently.

### Key Accountabilities

- Manage the effective running and supervision of Hay Lane (37 units), including consulting with residents where appropriate. Working with the community to enhance resident involvement and satisfaction.
- Implement development plans and maintenance-planned works programs as appropriate.
- Carry out site surveys and raise orders for appropriate repair works, engaging specialist contractors where necessary.
- Supervise visiting staff/contractors.
- Undertake effective income management of rent charges. Review all rent accounts on a weekly basis and act where required. This includes supporting and assisting residents who encounter financial difficulties and making use of internal support teams. Where residents won't pay and cannot be supported, pursuing rent arrears, and if appropriate, commencing legal action.
- Provide utilities help and assistance including the issuing of prepayment cards and ensure the money is deposited in line with financial regulations.
- Develop positive partnerships with statutory and voluntary agencies which can provide appropriate support and advice to residents.

- Give accommodation support and advice to the residents, including benefits advice and ensure there is a maximum take up of housing related benefits.
- Allocate vacant pitches in line with the allocations policy, keeping a register of potential occupants. Ensure thorough checking of applicants so that site cohesion is maintained.
- Effectively use IT to log work and review service delivery.
- Develop, prepare and review site rules and conditions of occupation, including those involving general behaviour, nuisance, vehicles, children, animals, etc. Ensure the enforcement of the site rules and conditions of occupation. Mediate in the event of disputes and where appropriate, commence legal action to curb nuisance and tackle Anti-Social Behaviour.
- Assess referrals to supported housing and, in conjunction with the Supported Housing Manager, decide whether or not to accept them.
- Agree and implement a support plan for individual residents. Monitor and report on progress.
- Support daily management and maintenance of supported housing sites and assist ancillary staff as required, ensuring that residents can live in safety and have quiet enjoyment of their homes
- Assist with empty property management within supported housing aimed at re-letting properties to the Council's standard as promptly as possible
- Deal effectively with complaints in line with the Council's procedures.

### **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**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Previous experience of advising / supporting vulnerable people
- Excellent all round communication skills
- Knowledge of welfare benefits system
- Understanding of safeguarding issues
- Experience of managing and developing respectful, productive and supportive relationships with residents, colleagues, managers and external agencies and stakeholders
- Experience of working with Microsoft Office packages.
- Experience of problem solving and working under pressure.
- Full, current driving license or ability to visit residents and locations throughout the Borough of Swindon
- Experience of working with diverse communities or with the Gypsy and Traveller community.
- Experience of rent collection, understanding welfare benefits and promotion of income maximisation
- Previous experience in social housing or similar environment
- Recent and relevant experience in housing management or similar role

## **Qualifications**

- GCSE Maths and English grade C or above, or equivalent qualifications
- Understanding of void management including re-letting.
- Have knowledge and cultural awareness of heritage and backgrounds of different groups within the community.
- Hold a relevant housing related qualification

## **Decision Making**

- Assessing referrals made by the Housing Options Team
- General site management in relation to Hay Lane
- Need to refer cases to Children's Services or Police for investigation
- Seeking support from partner agencies in specific cases
- Taking action in respect of licence agreement
- Recommend enforcement/legal action as appropriate

## **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

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	Yes/No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	<b>Responsibility</b>	No
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<b>Asset Responsibility:</b>	No

**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Social Workers
- Support Workers
- Supporting People Team
- Councillors
- Benefit Assessors
- Housing Managers
- Housing Officers
- Housing Maintenance
- Education
- Emergency Services
- Probation Services
- Domestic Violence Unit
- Child Protection Unit
- Advice Points
- Law Centre
- Benefit Agencies
- Health services (Dr's, Health Visitors etc)
- Represent Housing at Child Protection and other case discussions

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Required to work from any base and at any site as directed by the Supported Housing Manager
- Carry out regular lone visits to Hay Lane, permanent traveller site.

- The post holder may deal with people in difficult situations with issues such as debt, repair issues and anti-social behaviour. Residents may be at risk of losing their homes in extreme circumstances.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	