

<b>Job Title:</b> <b>Supported Housing Officer</b>	<b>Role Profile Number: N/A</b>
<b>Grade: M</b> <b>Salary:</b>	<b>Date Prepared: May 2019</b>
<b>Directorate/Group:</b> <b>Housing and Communities</b>	<b>Reporting to:</b> <b>Supported Housing Supervisor</b>
<b>Structure Chart attached:</b>	Yes

### Job Purpose

- Deliver support to residents of Swindon Borough Council owned/managed supported housing, assisting them to develop the knowledge, skills and ability to live independently.

### Key Accountabilities

- Assess referrals to supported housing and, in conjunction with the supported housing supervisor, decide whether or not to accept them.
- Agree and implement a support plan for individual residents. Monitor and report on progress.
- Supervise daily management and maintenance of supported housing sites and ancillary staff as required, ensuring that residents can live in safety and have quiet enjoyment of their homes
- Assist with empty property management aimed at re-letting properties to the Council's standard as promptly as possible
- Develop positive partnerships with statutory and voluntary agencies which can provide appropriate support and advice to residents.

### 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 Maths and English grade C or above, or equivalent qualifications
- Ability to visit residents and locations throughout the Borough of Swindon

### **Decision Making**

- Assessing referrals made by the Housing Options Team
- 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/tenancy agreement enforcement
- 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

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Supervision of Handypersons, Cleaning assistants, Apprentices</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• General cleaning and maintenance work, void property work</li> <li>• Apprentices engagement with residents</li> </ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Council vehicles Comms devices Assist with management of supported housing sites</p>
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**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)

**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.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

### **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 supervisor

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