

JOB DESCRIPTION

Job Title	Housing Officer
Responsible to	Team Leader
Responsible for	N/A

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who have mental health issues and who need support with their housing. QVT currently provides homes to approximately one hundred and fifty people in South East London. Our range of support both on and off the premises helps each individual client to maximise his or her independence.

2. Key Relationships

- Work within QVT policies and procedures.
- Maintain efficient and effective communication and working relationships with other professional groups and staff working within QVT.
- Identify, act and liaise with inter-agencies regarding safeguarding issues.
- Assist with orientation programmes which familiarise new members of staff with the organisational demands of the Service.
- Support the work of apprentices, placement students and voluntary workers
- Act as an ambassador for the organisation at all times.

3. Job Purpose

- To provide an effective, efficient, responsive and client focused service for an allocated number of clients. Clients will have differing levels of mental ill-health.
- The post will be based in one of QVT's schemes, from where the post holder may be expected to travel to other sites to provide the service required by the client and/or to ensure seamless service delivery across QVT schemes.

4. Main Responsibilities

Customer Service

- Provide a courteous and polite customer service to QVT's clients and stakeholders, supporting them in the areas they have identified; dealing with their requests promptly and providing accurate, fair and unbiased advice as required.

Management and Support

Provide the following services:

- Help settle all new incoming clients into the various schemes or community flats, and, in conjunction with the Benefits and Tenancies Officer, explaining to them their tenancy or license agreements.
- To assess need for all new clients on arrival in conjunction with the client.
- Create a housing management and support plan and risk assessment in conjunction with all clients and plan programmes to achieve goals set out in support plans.
- Work with the client on all identified areas of the support plan that will enable the client to achieve maximum independence and wellbeing in all aspects of their life.

- Support people to make informed choices about lifestyle, education, training and support, exercise cultural beliefs, and to maintain relationships with their social network.
- Provide one to one support through key work sessions.
- Enable clients to manage their finances including debt management, and to work with the Benefits and Tenancies officer to help people maximise their benefits.
- Enable clients to access community resources.
- Work with clients to build self-reliance and self-management of their mental health and or medication issues. Signpost the client to other relevant agencies as necessary.
- Review the plan with the client on a regular basis and at least every six months.
- Where relevant, be responsible for the safety and general wellbeing of the service on a day to day basis through shift leading and working with colleagues on shift. (This applies to services where staff provide set hours of support)
- Ensure all communal areas of the service building are kept in a clean, tidy and safe condition at all times, and where necessary work with the clients to maintain the building and client facilities to the agreed standard of cleanliness and safety.
- Work with the clients to ensure their rooms are kept clean, safe and tidy
- Work with the clients to help prepare them to sustain a tenancy if and when they move on.
- Work under the guidance of the Team Leader on areas such as:
 - Health and Safety matters pertaining to the property
 - Health and Safety matters pertaining to the clients, conducting weekly flat health and safety checks and logging these, reporting maintenance issues in a timely manner, with effective actioning and follow up
 - Supporting the clients to maintain a good standard of cleanliness and safety in their rooms/flats
 - Attending meetings with external agencies as and when necessary.
- Work closely with the Benefits and Tenancies Officer, and the Finance Department on:
 - Client Rent/Service Charge arrears
- Work with the maintenance department on:
 - Reporting and following up maintenance repairs

General

- Positively represent QVT to external organisations to assist in the development and strengthening of partnerships and communicating QVT's vision, values and strategic aims
- Communicate effectively and work productively with all staff.
 - Be a team player in all activities and foster positive working relationships with other QVT staff and external agencies.
- Exercise a high degree of probity and personal integrity in dealing with both internal and external stakeholders, contractors, suppliers and agencies.
- Adhere to all QVT policies and procedures
- Keep accurate and up to date records of all client activities/movements and other records as necessary. Submit records as requested on time, and keep the client database up to date, ensuring that all information is uploaded in an accurate and timely fashion.
- Attend training sessions as agreed with the Team Leader and take personal responsibility for ensuring mandatory training is up-to-date.
- Undertake any other tasks which might reasonably be requested by the line manager.

Health & Safety

The post holder, like all other employees must take reasonable care at all times, and be aware of their responsibilities under Health & Safety at Work Act (1974), infection control and other legislation and ensures that agreed safety procedures are pursued in a way that maintains a safe environment for all employees, clients and visitors at all times.

- To promote best practice in health, safety and security
- To monitor and maintain health, safety and security of self and others in own work area
- To identify and assess potential risks in work activities and help others in how to manage these risks appropriately
- To work within legislation and QVT procedures on risk management
- Take immediate and appropriate action including supporting others to manage risks in relation to adverse incident reporting via the QVT incident reporting system.
- To identify training needs in health and safety whilst identifying appropriate resources

Equality and Diversity

- To recognise the importance of people's rights and interpret them in a way that is consistent with QVT policies, procedures and legislation
- To challenge behaviour that infringes the rights of others
- To identify and take action where necessary to address discrimination and oppression
- To promote people's equality, diversity and rights.

Safeguarding

- All employees have a duty and a responsibility to protect and safeguard vulnerable adults.
- To have an awareness of the Safeguarding Vulnerable Adults procedures and who to contact for further help, guidance and reporting.
- Be aware of all safeguarding issues and when appropriate, initiate the referral to the appropriate professional body e.g. social services.

5. General Responsibilities

- This job description is intended to be an interpretation of the general scope and proposed responsibilities of the post at the time of writing and does not form part of the contract of employment. Therefore, you may be required to undertake other duties and responsibilities commensurate with your role. The job and priorities for action will be periodically reviewed. This will be done by the line manager in consultation with the post holder.
- The post holder will maintain client confidentiality at all times, will be responsible for accurate computer data entry and data quality and will carry out their duties with regard to accepted standards of professional practice.
- QVT aims to promote equality of opportunity for all with the right mix of talent, skills and potential. QVT welcomes applications from diverse candidates. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an 'unspent' conviction will not necessarily bar any candidate from employment. This will depend on the circumstances and background to the offence(s).
- As QVT meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is

confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Data Protection Act

- The Data Protection Act (1998) renders an individual liable for prosecution in the event of unauthorised disclosure of information. Aiding or coercing breaches of this Act will be deemed as equal responsibility for the action of the perpetrator. All employees of QVT must not, without prior permission, disclose any information regarding clients or staff and take care of all documentation in their possession. In circumstances where it is identified that a member of staff has communicated confidential details to an unauthorised person, the staff liable for the breach will be subject to disciplinary action which may include dismissal and legal action.

Infection Control

Infection Control is everyone's responsibility. All staff are required to adhere to the QVT's Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all infections. In particular, all staff have the following key responsibilities:

- Staff must observe stringent hand hygiene particularly when handling food in communal areas. Hands should be washed before and after following all food handling and client contact.
- Staff members have a duty to attend infection control training provided for them by QVT as set in the Infection Control Policy.
- Staff members who develop an infection that may be transmissible to clients or staff have a duty to seek medical advice.

Equality, Diversity and Inclusion

All employees must observe, comply and continually promote Quo Vadis Trust's Equality, Diversity and Inclusion Policy.

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job Title	Housing Officer
Department	Operations

Education, Qualifications & Training	Essential	Desirable	Minimum shortlist score/3	Method of assessment
Numerate and Literate to the equivalent of GCSE in English & Maths	✓		3	Application form Pre-interview test
Experience				
Experience working in a Social Housing environment		✓	3	Application form Interview
Experience working in the Mental Health Sector		✓	3	Application form Interview
Computer literate with knowledge of Word & Excel	✓		3	Application form Pre-interview test
Skills/Abilities				
Awareness of current housing issues		✓	2	Application form Interview
Awareness of current housing issues & tenancy sustainment		✓	3	Application form Interview
Demonstrate customer service experience	✓		3	Application form Interview
Knowledge of welfare benefits related to housing		✓	2	Application form Interview
Good, clear, verbal & written communication skills	✓		2	Application form Pre-interview test
Able to relate with Service Users	✓		3	Application form Interview
Ability to work under pressure & to deadlines	✓		3	Application form Interview

Able to demonstrate a conscientious & dedicated attitude	✓		3	Application form Interview
Ability to work on own initiative & commitment to team working	✓		3	Application form Interview
Awareness of the issues faced by people with Mental Health Issues	✓		3	Interview
Flexible & adaptable	✓		3	Interview
Other Relevant Criteria				
Able to travel between sites	✓		3	Interview
Ability to work hours that suite a 24-hr service	✓		3	Application form Interview
			<i>147</i>	Minimum shortlisting score

Instructions:

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers with a disability meet the minimum shortlist score, they will automatically be invited to attend for interview, which may mean interviewing more than the required number of candidates.