



quo vadis trust

## JOB DESCRIPTION

Job Title	Wellness Housing Officer
Responsible to	Wellness 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 whose mental health has deteriorated and who need support with their housing. QVT currently provides homes to over a hundred 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.
- Work with the Wellness Team Leader in the monitoring of standards of care.
- 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 enhanced housing management service for an allocated number of clients. Clients will have differing levels of mental ill-health. This post will be based in either one of QVT's supported accommodation or in community flats and projects.
- 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.

#### *Enhanced Housing Management*

Provide the following services:

- Help settle all new incoming clients into the various schemes or community flats, explaining to them their tenancy or license agreements

- Create a housing management (support) plan and risk assessment in conjunction with all incoming clients
- Work with the client on all identified areas of the support plan that relate to housing management
- Signpost the client to other relevant agencies for all the other areas of the plan that do not relate to housing management (including QVT's own services).
- Review the plan with the client on a regular basis and at least every three months
- 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
- When the time comes to move on, work with the clients to help prepare them to sustain a tenancy
- Work under the guidance of the Wellness 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 if they relate to the housing management (support) plans of the Wellness Housing Officer's clients.
- Work closely with the Housing Manager and Maintenance Manager on areas such as:
  - Client Rent/Service Charge arrears
  - 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.
  - To ensure the Care, Support and Recovery and the Housing department's strategic objectives are achieved
  - Be a team player in all activities.
- Foster positivity and productive working relationships with all internal and external stakeholders, contractors, suppliers and 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 records of all client activities/movements
- Attend training sessions as agreed with the Wellness 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.

- Any other tasks commensurate with the job.

### ***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
- To be responsible for the safe storage of all drugs and comply with medicines legislation relative to this post and own qualifications.

### ***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

<b>Job title</b>	Wellness Housing Officer
<b>Department</b>	Care, Support and Recovery

<b>Education, Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>	<b>Minimum shortlist score /3</b>
A level or Numerate and Literate to the equivalent of GCSE in English and Maths	√		Application form Pre-interview test	3
<b>Experience</b>				
Experience working in a social housing environment	√		Application form Interview	3
Experience working in the mental health sector	√		Application form Interview	3
Demonstrable customer service experience	√		Application form Interview	3
Computer literate, with knowledge of Word and Excel	√		Application form Pre-interview test	3
<b>Skills/Abilities</b>				
Awareness of current housing issues	√		Application form Interview	2
Awareness of current housing issues and tenancy sustainment	√		Application form Interview	3
Knowledge of welfare benefits related to housing		√	Application form Interview	2
Knowledge of rights and responsibilities of landlord and tenant		√	Application form Interview	2
Good, clear, verbal and written communication skills	√		Application form Pre-interview test	2
Able to relate with Service users	√		Application form Interview	3
Ability to work under pressure and to deadlines	√		Application form Interview	3
Able to demonstrate a conscientious and dedicated attitude	√		Application form Interview	3
Ability to work on own initiative and commitment to team working	√		Application form Interview	3

Flexible and adaptable	√		Interview	3
<b>Other relevant criteria</b>				
Able to travel between sites	√		Interview	3
Ability to work hours that suit a 24-hr service	√		Interview	3
			<b>Total score</b>	<b>/47</b>
			<b>Minimum shortlisting score</b>	

### Instruction

If more than the required number of applicants 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 required number of candidates.