



JOB DESCRIPTION

Job Title	Relief worker Lewisham & Croydon
Responsible to	Senior Housing Officer
Responsible for	N/A
Salary	Meets London Living Wage
Contract	Flexible / Zero Hours
Hours	Ad hoc as required
Service	Operations

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who are living with mental health needs, are care leavers or have been rough sleepers and who need support with their housing. QVT currently provides homes to approximately two hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximize their independence.

2. Job Purpose

At QVT the wellbeing of our clients is the most important thing, which is why, as Relief worker you will work in partnership with all staff to provide a high standard of support cover across all our schemes as required. Some of our schemes operate outside of normal office hours so you should have willingness to cover shifts in the evening, at weekends and throughout the night.

3. Main Responsibilities

- To provide an effective, efficient, responsive and client focused service for all QVT's clients.
- Provide cover for Housing Officers across all QVT schemes if necessary.
- Ensure any safeguarding concerns are reported to a manager in line with our Safeguarding policy.
- To support clients as requested by line manager.
- Ensure room, property and client wellbeing checks are completed during your shift.
- To build good and effective working relationships with all clients and to be responsive and interactive to their personal support needs.



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- Be responsible for completing and updating records on 'Inform' (QVT's client management database) to ensure that all your client records are kept up to date.
- Accurately identify, report and record any client concerns.
- Take responsibility for the properties you are covering and ensure they are safe, kept in good order and are well maintained, complying with Health and Safety legislation.
- Work alongside and support clients and other staff members to ensure that all properties are kept clean, so some cleaning duties may be required and expected.
- To report all maintenance issues to maintain health and safety and to create a home environment for all clients.
- Record and report any concerns, breaches of policy and procedure or poor performance to your line manager.
- Undertake any other tasks which might reasonably be requested by a manager.

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	Relief Worker
Department	Operations

Education, Qualifications and Training	Essential or Desirable	Method of assessment
Numerate and Literate to GCSE or equivalent in English and Maths	E	Application form & Test
Experience		
Experience working in a social housing environment	D	Application form Interview
Experience working in the mental health sector or other supportive environments	D	Application form Interview
Computer literate, Microsoft packages and the ability to use a client management database	E	Application form & Test
Skills/Abilities		
Awareness of current housing issues and tenancy sustainment	D	Application form Interview
Demonstrable customer service experience	E	Application form Interview
Knowledge of welfare benefits related to housing	D	Application form Interview
Good, clear, verbal and written communication skills	E	Application form Interview & test
Able to relate with Service users	E	Application form Interview
Ability to work under pressure and to deadlines	E	Application form Interview
Able to demonstrate a conscientious and dedicated attitude	E	Application form Interview
Ability to work on own initiative and commitment to team working	E	Application form Interview
Awareness of issues faced by people Mental Health	E	Interview



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Issues		
Flexible and adaptable	E	Interview
Other relevant criteria		
Willingness to undertake further training	E	Application form
Driver with own vehicle (depending on scheme allocation)	D	Application form
Be prepared to work unsociable hours due to 24/7 shift rota	E	Application form Interview
Has Enhanced DBS clearance	E	

Instruction

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