



## JOB DESCRIPTION

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|------------------------|--|
| <b>Job Title</b>       | Supported Housing Officer (Mental Health)  |
| <b>Responsible to</b>  | Housing Manager  |
| <b>Responsible for</b> | N/A  |
| <b>Hours</b>           | Part time, 20 hours per week - 4 hours each day to be fulfilled between core office hours of 9:30am - 5pm, Mon - Fri |
| <b>Service</b>         | Operations   |
| <b>Location</b>        | SE25   |

### 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 needs and who need support with their housing. QVT currently provides homes to approximately one hundred and eighty people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

### 2. Job Purpose

To provide high quality support and consistent tenancy advice for our clients, with the aim of helping them recover, move on and rebuild their lives. Quo Vadis Trust (QVT, registered charity number 1116196) is a small charity in South East London.

As a Supported Housing Officer you will be expected to manage and key work a caseload of adults with multiple and various mental health needs such as anxiety, depression and bipolar disorder amongst other diagnoses, varied support needs such as substance misuse issues, and in some cases a lack of trust in support services, therefore one of the challenges of this role will be to encourage your clients to effectively engage with the recovery process. You will work with your clients to carry out individual support and needs planning and create SMART goals to maximise the potential for their recovery.

You will be greeting new clients, risk assessing them and delivering an induction process to welcome them into our services. Part of this role also involves providing advice on welfare and benefits; therefore, an understanding of universal credit, housing and homelessness legislation is an advantage. A critical part of this role will be helping clients to move on and successfully reintegrate back into society - our mission statement is to 'promote recovery, maximise independence and build community'.

### 3. Main Responsibilities

- 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
- Work within a team to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence



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- To build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs
- 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
- Prepare reports on client issues as required
- Take responsibility for the properties you cover 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. This means that some cleaning duties may be required
- To report all maintenance issues and ensure that they are followed up to maintain health and safety standards, and to create a homely environment for all clients
- Record and report any breaches of policy and procedure or poor performance to the Housing Manager
- Work with the Housing Manager to ensure safeguarding practices are followed and recorded in line with the QVT policy
- Provide cover for other Housing Officers across all QVT schemes if necessary
- Liaise with external agencies and attend meetings as required
- To travel between QVT schemes where necessary
- 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

|                   |   |
|-------------------|---|
| <b>Job Title</b>  | Supported Housing Officer (Mental Health) |
| <b>Department</b> | Operations                                |

| <b>Education, Qualifications and Training</b>   | <b>Essential or Desirable</b> | <b>Method of assessment</b>        |
|---|-------------------------------|------------------------------------|
| Numerate and Literate to GCSE or equivalent in English and Maths  | E                             | <b>Application form &amp; Test</b> |
| <b>Experience</b>   |                               |                                    |
| Experience working in a social housing environment  | D                             | <b>Application form Interview</b>  |
| Experience working in the mental health sector or other supportive environments                           | D                             | <b>Application form Interview</b>  |
| Computer literate, familiarity with Microsoft packages, and experience using a client management database | E                             | <b>Application form &amp; Test</b> |
| <b>Skills/Abilities</b>   |                               |                                    |



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|  |   |                                      |
|--|---|--------------------------------------|
| Awareness of current housing issues and tenancy sustainment        | D | Application form<br>Interview        |
| Demonstrable customer service experience                           | E | Application form<br>Interview        |
| Knowledge of welfare benefits related to housing                   | D | Application form<br>Interview        |
| Good, clear, verbal and written communication skills               | E | Application form<br>Interview & test |
| Able to relate to clients  | E | Application form<br>Interview        |
| Ability to work under pressure and to deadlines                    | E | Application form<br>Interview        |
| Able to demonstrate a conscientious and dedicated attitude         | E | Application form<br>Interview        |
| Ability to work on own initiative and a commitment to team working | E | Application form<br>Interview        |
| Awareness of issues faced by people with mental health issues      | E | Interview                            |
| Flexible and adaptable   | E | Interview                            |
| <b>Other relevant criteria</b>                                     |   |                                      |
| Willingness to undertake further training                          | E | Application form                     |
| Has Enhanced DBS clearance   | E | DBS Check                            |
| Driver with own vehicle  | D | Interview                            |

### 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 from a disability meets the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.