

JOB DESCRIPTION

Job Title	Senior Supported Housing Officer
Responsible to	Housing Manager
Responsible for	Supported Housing Officers and Bank Workers
Hours	Full time, 35 hours per week
Service	Operations
Location	South east London

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people living have mental health needs and who require 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 maximise their independence.

2. Job Purpose

At QVT the wellbeing of our clients is of the utmost importance, which is why, as Senior Housing Officer you will work in partnership with a Housing Manager to constantly improve all aspects of our service as we strive to achieve and maintain excellence across our organisation.

You should be a great problem-solver who is able to generate innovative ways to help constantly improve QVT services. You must be an excellent communicator and have the skills to motivate and inspire your team and our clients.

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.
- Support Housing Officers to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence.
- Complete regular audits of 'Inform' (QVT's client management database) to ensure that all client records are kept up to date.
- Prepare reports on client issues and service delivery as required.
- Work with the Supported Housing Officers to ensure that all properties are safe, kept in good order and are well maintained, complying with Health and Safety legislation.
- Record evidence and report any breaches of policy and procedure or poor performance to Housing Manager.
- Work with the Housing Manager and Supported Housing Officers to ensure safeguarding practices are followed and recorded in line with Policy.
- Deputise for the Housing Manager in their absence and be responsible for providing effective supervision to Supported Housing Officers and all bank workers who complete shifts in the community or independent schemes.
- Oversee Relief Workers' supervision and training.

- Provide cover for Housing Managers or Supported Housing Officers across all QVT schemes if necessary.
- Liaise with external agencies and attend meetings as required.
- This post requires frequent travel between schemes.
- Be part of the On-Call Management rota, which will involve working unsociable hours when on call.
- 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	Senior Supported Housing Officer
Department	Operations

Education, Qualifications and Training	Essential or Desirable
Numerate and Literate to GCSE or equivalent in English and Maths	E
Experience	
Experience working in a social housing environment	E
Experience working in the mental health sector	E
Computer literate, Microsoft packages and the ability to use a client management database	E
Experience of line managing a team	D
Skills/Abilities	
Awareness of current housing issues and tenancy sustainment	E
Demonstrable customer service experience	E
Knowledge of welfare benefits related to housing	E
Good, clear, verbal and written communication skills	E
Able to relate to clients	E
Ability to work under pressure and to deadlines	E
Able to demonstrate a conscientious and dedicated attitude	E
Ability to work on own initiative and commitment to team working	E
Awareness of issues faced by people with mental health needs	E
Flexible and adaptable	E
Other relevant criteria	
Driver with own vehicle	D
Be prepared to work unsociable hours whilst being part of the On-Call manager rota	E
Has Enhanced DBS clearance	E