quo vadis trust

JOB DESCRIPTION

Job Title	Supported Housing Officer
Responsible to	Housing Manager
Responsible for	N/A
Hours	Full time, 35 hours per week as per rota
Pay	£30,090.11 per annum (rising to £30,992.81 after a successful completion of probation
Service	Operations
Location	Lewisham

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, or who have been rough sleeping, or are care leavers 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 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. We provide a range of supported housing in South East London to approximately two hundred adults with mental health and complex needs.

As a Supported Housing Officer, you will be expected to manage and key work a caseload of adults, some of whom have multiple and various mental health needs such as anxiety, depression and bi-polar 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'.

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3. Main Responsibilities

- To provide an effective, efficient, responsive and client-focused service for an allocated number of clients
- To build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs, cooperating with the Client Development coordinators and volunteers
- To work within a team to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence
- To be able to lone working
- To 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
- To deal with incidents, accidents and challenging behaviours maintaining a professional approach and using adequate de-escalation techniques
- To assure that the properties are maintained at a good standard and safe, in line with Health and Safety legislation
- To carry out room checks and properties checks regularly with the purpose of identifying issues and report to management in a timely manner.
- To take actions when needed, such as cleaning or simple repairs to make sure that the environment is homely and welcoming.
- To carry out property checks, room checks, health and safety checks, taking immediate action, helping clients to move in and out.
- To work alongside and support clients and other staff members to ensure that all properties are kept clean. This means that some light cleaning duties are required, for example helping clients to pack and unpack during move on, light cleaning of the room and communal areas, voids cleaning.
- To support and encourage clients to undertake housekeeping and client duties as necessary in order to maintain a clean and safe physical environment.
- To support clients with daily living activities, including practical assistance where skills are not yet developed, to ensure that clients enjoy a high quality of accommodation.
- 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
- To record and report any breaches of policy and procedure or poor performance to the Housing Manager
- To work with the Housing Manager to ensure safeguarding practices are followed and recorded in line with the QVT policy
- To provide cover for other Housing Officers across all QVT schemes if necessary
- To liaise with external agencies and attend meetings as required
- To travel between QVT schemes where necessary
- To undertake any other tasks which might reasonably be requested by a manager
- To work in line with QVT company values: Dignity, Excellence, Respect, Integrity, Kindness

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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.

Please note: This role does not qualify for sponsorship.

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PERSON SPECIFICATION

Job Title	Supported Housing Officer
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**
Experience of working with Microsoft word, Excel, MS Teams, Microsoft Outlook, and experience using a client management database	**E**	**Application form & Test**
Skills/Abilities		
An understanding of: Mental health conditions Homelessness Substance misuse and addiction	**D**	**Application form Interview**
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 to clients	**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 a commitment to team working	**E**	**Application form Interview**
Awareness of issues faced by people with mental health issues	**E**	**Interview**
Flexible and adaptable	**E**	**Interview**
Patience, empathy and being able to relate to people of all ages and backgrounds	**E**	**Interview**

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Resilience and ability to respond professionally to crisis and relapses	**E**	**Interview**
An understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of clients and the responsibilities of landlords	**E**	**Interview**
The ability to be able to follow written and verbal instructions regarding powering off hardware or ensuring cables are connected to support with troubleshooting	**D**	
Other relevant criteria		
Willingness to undertake further training	**E**	**Application form**
Be prepared to work unsociable hours in accordance with 24/7 shift rota if required	**E**	**Application form Interview**
Enhanced DBS check required/funded by the company prior to starting the position.	**E**	**DBS Check**
Driver with own vehicle	**D**	**Interview**

Our commitment to diversity: We are committed to tackling systemic inequalities by being proactive in creating opportunities for people from under-represented groups. With this in mind, we welcome applications from all ethnic backgrounds, religions, gender identifications and sexual orientations, and from anyone who considers themselves to have a disability.