

HORNSEY HOUSING TRUST: JOB DESCRIPTION

Title of Post: Support Services Officer

Responsible to: Housing Services Manager

Location: Primary – Sheltered Housing Scheme / Secondary – other properties

An enhanced BDS check is required for this post

The main purpose of the job is to:

- provide an effective high quality service to tenants in both our sheltered housing schemes and general needs properties
- provide a main point of contact for tenants and visitors and to give and receive information as necessary for effective performance of the job
- work as part of a team, maintaining constructive and mutually supportive relationships with colleagues
- develop and maintain constructive relationships with tenants, carers, partner organisations and service providers, and members of the public from the wider community
- To oversee the safety and security of the building and surrounds and to identify and report repairs to the common parts, to assist residents with reporting repairs within their flats

Main Tasks

- 1.1 Assess the needs of applicants and identify necessary support for tenants by carrying out Assessments and Support Planning interviews and risk assessments which must be reviewed and updated on a regular basis
- 2.1 Work with the housing team to deliver a high standard of enhanced housing management and the smooth running of the scheme; communicate tenants feedback to relevant managers to identify areas of improvement
- 3.1 Make referrals to social services and external agencies and liaise with other statutory/voluntary agencies and/or relatives as necessary, having obtained the agreement of the resident to do so
- 4.1 Participate in care planning/monitoring and case conferences with external agencies, where appropriate
- 5.1 Liaise with hospitals to ensure that necessary services are organised, prior to resident's discharge
- 6.1 Act as an advocate for tenants where appropriate
- 7.1 When on duty, daily contact with all tenants, remaining always alert to their needs and prepared to take action as appropriate
- 8.1 Give advice on issues, particularly with regard to problems associated with ageing and ill-health and be aware of individual personalities and needs
- 9.1 Promote ageing as a positive experience. Work with tenants through support planning to remain independent and towards achievable goals and outcomes

- 10.1 Lead on resident involvement for the scheme, encouraging the involvement of tenants in all aspects of service delivery, providing support for formal and informal tenants' groups, and working with tenants to improve the quality of life on their scheme
- 11.1 Answer/respond promptly to calls made on the care link alarm system and ensure arrangements are made for emergency cover .Deal with sudden illness and death, contacting emergency services and informing relatives
- 12.1 Provide cover for other members of staff during absences and emergencies to enable support services to be provided effectively.
- 13.1 Raise with the Housing Services Manager matters of concern about tenants and where it is considered more extensive care/support is necessary. This would include details of action taken to enlist family support and involvement of other agencies
- 14.1 Assist tenants in applying for benefits, for example, Housing Benefit/ Council Tax Benefit and liaising between the benefit office and tenants where necessary
- 15.1 Be aware of Safeguarding vulnerable adults and report any concerns immediately to the Housing Services Manager in line with the HHT policy and procedure.

2.0 Housing Management (general)

- 2.1 Use HHT various IT systems to undertake duties as appropriate, ensuring that workload is up to date
- 2.2 Deal with routine housing management matters, e.g. rent arrears, void management, simple raising of repairs
- 2.3 Seek advice from the Housing Services Manager in relation to more serious breaches of tenancy conditions such as anti social behaviour
- 2.4 Give advice on tenants rights to benefits and services, handle complaints in a positive way
- 2.5 Be flexible in your response to the needs of tenants at all times, finding pragmatic ways to provide excellent customer service

3.0 Buildings, Grounds and Equipment

- 3.1 Carry out regular health and safety inspections in accordance with HHT policies and procedures recording any defects and ensuring they are rectified promptly.
- 3.2 Ensure fire alarms, safety equipment and the call system is checked as specified and faults rectified promptly.
- 3.3 Be familiar with the location of service control points to be used in the event of an emergency.
- 3.4 Action routine maintenance/repair items as appropriate and ensure all works are completed properly.
- 3.5 Monitor contractors' performance and report any failure to comply with specified service standard and unsatisfactory performance/behaviour to the Housing Services Manager.

4.0 Management of Scheme Activities

- 4.1 Manage the day-to-day running of the scheme, encouraging communal activities and the use of scheme facilities in conjunction with tenants
- 4.2 Ensure that activities are promoted for all tenants in a range of languages and media as appropriate
- 4.3 Promote where possible “active ageing” the continued participation of tenants in social economic cultural spiritual and civic affairs
- 4.4 Ensure choice and the right to privacy are respected
- 4.5 Monitor the use of buildings and common parts by tenants and visitors
- 4.6 Monitor scheme security and liaise with the police and local neighbourhood watch.

5.0 Financial Matters

- 5.1 Collect monies due for use of scheme facilities and issue receipts, maintain and be responsible for a petty cash float for small items of expenditure with accurate accounting to the Finance Department
- 5.2 Processing of invoices using HHT purchase order system.

6.0 Training and Staff Development

- 6.1 Attend staff meetings
- 6.2 Participate in training

Note

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the HHT Equal Opportunities and Health & Safety Policies