

Foundation Housing / Tai Sylfaen Ltd

Job Description

Job Title:	Peripatetic Officer (Housing and Support)
Hours:	35 hrs per week
Responsible To:	Support Services Manager / Housing Services Manager
Responsible For:	-----
Place Of Work:	Various (main base will be Taffs Well Office)

General Introduction

Foundation Housing provides a range of temporary, general and supported housing or floating support for vulnerable, homeless or inadequately housed families, pregnant women and single people, who require housing and/or support. This post will work with young people, families and/or single people and who require housing and/or support. The post holder will work in partnership with various partner agencies that work with Foundation Housing and will be required to cover a wide range of client groups in all offices/projects in South and West Wales in the provision of housing and support services.

Main Purpose Of Post

1. To work as part of a team to ensure that people are aware of, and have access to Foundation Housing's supported and/or housing resources
2. To ensure that service users are supported in a manner that enables them to feel confident and able to live successfully in the community with the minimum of support
3. To ensure that all services are carried out in accordance with Foundation Housing's policies and procedures and in line with best practice
4. To ensure the upkeep of monitoring and administrative systems
5. To also provide cover for support staff, sometimes in settings where 24/7 cover is provided, which will therefore include some evening, weekend and night duties where appropriate.

Description Of Key Tasks

Support Services Key Tasks

1. To act as Support Officer to individual service users as allocated to you and as part of a staff team to take part in the referral and assessment of potential service users of our Projects
2. To assist in updating and maintaining waiting lists of project being covered
3. To regularly review packages of support in conjunction with the service users the post holder is supporting.
4. To provide support, information and assistance to service users as appropriate on issues including welfare benefits, child care, education/ employment/ training, physical and mental health, self-esteem, drug and alcohol use, tenancy issues, budgeting, practical living skills, accessing specialist support agencies both statutory and voluntary, mediation, accessing local resources etc
5. To offer this support and assistance in a manner, which empowers the service user and increases self-esteem, ultimately enabling the service user to feel confident living independently in the community with the minimum of support
6. To liaise with other support agencies to ensure service users have access to adequate information to meet support need
7. To liaise with the partner Housing Association and Local Authority to ensure an efficient, responsive and effective repairs and maintenance service is delivered to tenants.
8. To deliver a sensitive and effective supported housing service in accordance with Foundation Housing's policies and procedures, to ensure that service users are aware of their rights and responsibilities as a tenant and to liaise appropriately over breaches of tenancy
9. To build on existing good working relationships with other local and national organisations including Social Services and voluntary agencies

Housing Services Key Tasks

1. To carry out pre repair and post repair property inspections together with property condition inspections as necessary

2. To carry out voids inspections and arrange for security measures to be put into place and action repairs to ensure the property is to a lettable standard
3. To secure work estimates from our contractor base and raise orders on the QLX system.
4. To carry out property move-ins, including assisting with completion of Housing Benefit Forms and assisting the tenant to understand the tenancy agreement and move-outs from the property.
5. To provide follow up action to pursue rent arrears in accordance with the policy and procedure, in this regard it will be essential that liaison is carried out with the Finance Officer on the status of the Housing Benefit claim for each tenant
6. Deliver and explain NTQs / NSPs, attend Court for possession cases and attend evictions with the Bailiff.

General

1. To work within procedures laid out in Foundation Housing's operational policy document in particular Confidentiality and Equal Opportunities
2. To represent Foundation Housing in a positive and professional manner
3. To attend regular supervision meetings with the relevant Line manager and produce accurate time sheets.
4. To follow Foundation Housing's guidelines and the relevant Health and Safety Legislation in relation to staff safety both in and out the office
5. To take team responsibility for the security of Foundation Housing's offices
6. To produce reports and statistics at the request of the Support Services Manager, Chief Executive and Board Of Management
7. To be available for "on call" out of hours to meet the needs of service users experiencing crisis
8. To keep the Support Services Manager / Chief Executive and Housing Services Manager informed of any issues requiring policy decisions arising from day to day work
9. To attend meetings as required and carry out public relations duties as deemed appropriate by the Support Services Manager / Chief Executive or Housing Services Manager

10. To attend training identified and agreed as appropriate by the Support Services Manager / Chief Executive or Housing Services Manager.
11. To undertake any other tasks or duties deemed necessary