



ROLE PROFILE

Role Title:	Accommodation and Resettlement Worker
Department:	Care & Support - Inclusions
Role Purpose:	<p>To implement and maintain an effective support service that is accessible to all customers.</p> <p>To provide appropriate support to a caseload of customers in order to ensure that they are able to maximise their independence and extend the right to exercise choice in all areas of their lives.</p> <p>To provide resettlement support to customers who have moved out of the service into the community for up to 8 weeks.</p>
Reporting to:	Team Leader
Responsible for:	None
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>An ability to apply an understanding of housing related support and the local housing environment to individual customer needs.</p> <p>The ability to manage a caseload of customers and provide clear and accurate advice or signposting to enable clients to make informed decisions related to their housing needs.</p> <p>The ability to communicate with people from diverse backgrounds in a non-judgemental manner.</p> <p>To interview and assess potential customers; allocating support with regard to the relevant policy and selection criteria.</p> <p>To regularly monitor and record the customer's progress through their risk assessment, support plan and regular action plan meetings. To link these documents to specific outcomes identified by the service user.</p> <p>To provide support in line with the service specification, service contracts and individual care/support plans.</p> <p>To advise and assist in developing a range of social and leisure activities to meet the needs of the customer.</p> <p>To support customers to be involved in the delivery and review of service delivery.</p> <p>To ensure that individual customers records are up to date and properly kept, respecting confidentiality and observing data protection expectations.</p> <p>Assist customers to access additional support as required and assist with referrals or signposting to other agencies.</p>
----------------------------------	--



	<p>Develop good relationships with statutory and voluntary agencies ensuring that the best possible service is maintained.</p> <p>To participate and organise activities and user involvement within the service.</p> <p>To develop and implement good practice on tenancy sustainment work with customers.</p> <p>To accompany customers to appropriate appointments as required.</p> <p>To take part in a shift rota that includes evening and weekend working.</p> <p>To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies and Procedures.</p> <p>To produce written reports for a variety of recipients, i.e., customers, courts, internal and external agencies.</p> <p>To record all income and expenditure in line with Midland financial procedures including petty cash income and expenditure.</p> <p>To ensure that any empty rooms within our accommodation are ready for new customers to move into.</p> <p>Attend and contribute to all staff meetings.</p> <p>Attend and contribute to all supervision meetings with your line manager.</p> <p>Develop and maintain professional relationships with customers and their support networks, ensuring boundaries are kept.</p> <p>Develop and maintain professional relationships with stakeholders and partner organisations, ensuring professional boundaries are kept.</p> <p>To have a working knowledge of, and work to, all Midland Heart Policies and Procedures. This includes, but is not exclusively:</p> <ul style="list-style-type: none">Code of ConductSafeguardingProfessional BoundariesData ProtectionWhistleblowingEquality and DiversityHealth and SafetyAbsence <p>To be responsible for the health, safety and welfare of yourself and others.</p> <p>To ensure the safety of vulnerable adults and children who you come in contact with during the working day.</p> <p>To take responsibility for personal development and training including through the Review and Learning Plan process.</p> <p>To contribute to training and development of other staff and customers.</p>
--	--



	<p>To ensure that compliance and quality is sustained in accordance with regulating bodies and to contribute to any reviews.</p> <p>To record all income and expenditure in line with Midland Heart financial procedures including petty cash income and expenditure.</p> <p>To ensure that individual customers records are up to date and properly kept, respecting confidentiality and observing data protection expectations.</p> <p>To contribute to the continuous improvement of the service and the organisation.</p> <p>To engage in internal and external review processes when required.</p> <p>To use IT systems to keep accurate and timely records.</p> <p>All staff are required to wear a uniform while working on site (or you can change it to during working hours) to promote a professional image and ensure that customers and visitors know who they can approach for assistance. Please note that the uniforms remain the property of Midland Heart. Employees must take responsibility to ensure that good care is taken of them, and return any uniforms issued on the termination of employment.</p> <p>To undertake any other duties commensurate with the grading of the post.</p>
--	---

Education, Qualifications and Training	<p>NVQ 2 Level or other equivalent qualification or be willing to work towards gaining an appropriate qualification at this level.</p>
Knowledge and Experience	<p>Experience of managing and prioritising own workload and ability to work effectively as part of a team.</p> <p>Some experience of effective face to face communications with a variety of people.</p> <p>Providing a good quality customer service.</p> <p>An understanding of the barriers for homeless and vulnerable people and how these could be addressed.</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour.</p> <p>An understanding of the importance of confidentiality.</p> <p>Basic understanding of Health and Safety.</p>
Role Specific Skills & Behaviours	<p>Good written and verbal communication skills.</p> <p>Good numeracy skills.</p> <p>Good IT and keyboard skills and the ability to use Microsoft office.</p>