



JOB DESCRIPTION

JOB TITLE:	Supported Housing Officer
RESPONSIBLE TO:	Supported Housing Co-ordinator
DEPARTEMENT/ SECTION:	Neighbourhood Services, Customers and Communities
SALARY (£):	G6
MAIN PURPOSE OF THE JOB	
<p>To deliver the activities of the Supported Housing Service, ensuring the successful delivery of services to older customers in order to enable independent living and prevent homelessness. Assist tenants to live in their local community as normal as possible by:</p> <ul style="list-style-type: none">• Improving their quality of life, health and welfare• Promote their personal and community safety• Promote their independence and control• Promote their economic progress and financial control <p>To ensure that referred or identified cases of alleged abuse are dealt with promptly and according to Adra policy and procedures</p>	

KEY RESPONSIBILITIES

General

- Contribute to the 'one team' approach throughout Adra, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.
- Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required.

Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across Adra services, and external agencies/ organisations.
- To promote fire safety at sites, ensuring housekeeping conforms to Adra's Fire Management Policy and Fire Risk Assessments.

Safeguarding

- To ensure that all Tenants and service users have been Risk Assessed in line with the "Herbert Protocol" principles in relation to their safety & wellbeing.

Business Development

- To contribute to the delivery of change initiatives within the allocated service area.
- Be involved in undertaking effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other stakeholders.

Performance and Quality

- To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To provide accurate statistical and appropriate information as required and within set timescales

Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To make effective use of Information Technology within the service.
- To adhere to Adra policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION			
Criteria	Essential	Desirable	Method of Assessment
Relevant Experience	<p>Previous experience of dealing with people in need of Care and / or Support</p> <p>Able to identify, assess and resolve problems innovatively and quickly</p>	<p>Experience of working within a customer facing organisation</p> <p>Experience of delivering services to customers</p> <p>Previous experience of counselling and support</p>	Application Form and Interview
Job related Knowledge	<p>Knowledge of assessing individual personal needs in a sensitive way.</p>	<p>Knowledge or experience of Health & Safety issues in the Care and / or Support field.</p> <p>Experience of case management</p> <p>Knowledge of working with legislation in relation to Care and Welfare matters, Welfare benefits, Social Fund Claims, and Benefit for Carers</p> <p>Knowledge and awareness of good practice in respect to Safeguarding</p>	Application Form and Interview
Job related Skills	<p>Ability to communicate effectively with customers and colleagues.</p> <p>Good organisational, administration and IT skills.</p> <p>Self-motivated, positive, able to work under pressure and confident in decision making</p>	<p>Ability to contribute confidently to group discussions.</p> <p>Excellent interpersonal skills.</p>	Application Form and Interview
Other	<p>Willingness to work outside of normal office hours when required.</p> <p>Committed to continuous improvement.</p> <p>In possession of a full UK driving licence.</p>	<p>Knowledge of Health, Safety, Quality and Environment Standards and regulations.</p> <p>Ability to deal with diversity amongst customers and meet their needs effectively</p>	Application Form and Interview
Language	<p>Fluent in spoken and written Welsh language</p>		Application Form and Interview