

**Tai Esgyn Housing**

Company no: 1296339 Charity no: 506076

**JOB DESCRIPTION**

**ASSISTANT HOUSING SUPPORT OFFICER**

**Accountable to:**                    **Senior Housing Support Officer  
Operations Manager**

**Main Purpose of Post**

To provide relational, practical and emotional care and support to people with complex needs, enabling them to access, manage and maintain community based housing and use community based services.

**Summary of Main Duties**

- To work within a multi-agency framework to ensure that the aims and objectives of the scheme are met.
- To work under the supervision and direction of senior staff members.
- To provide support aimed at meeting the needs / goals identified within the agreed support plan.
- To provide information which enables individuals to make informed choices.
- To liaise with statutory, voluntary and other agencies, carers, families, health professionals or other persons as necessary.
- To work with individuals to enable them to access community services.
- To visit individuals as agreed within individual support plans.
- To maintain accurate, timely and relevant written and computer-based records.
- To ensure that individuals' housing needs are met as far as possible in accordance with Support Plans.
- To assist individuals to identify and report repairs where necessary.

- Under the guidance of a senior worker.
- To work flexibly with people using an outcome focussed approach to support.
- To provide advice and information on housing and tenancy matters which allows clients to make informed choices.
- To ensure that individuals are aware and understand their rights and responsibilities in relation to their tenancy agreement.
- To liaise with the appropriate housing agency over matters relating to an individual's tenancy as necessary, including rents and rent arrears, complaints and neighbour disputes, services, repairs and maintenance, and any breach of the tenancy agreement by either party.
- To provide assistance with claims for Housing Benefits, DWP Benefits and to provide support, advice and assistance to ensure that an individual is receiving all welfare benefits to which they are entitled.

#### **Other Duties**

- To attend and participate in staff and other organisational meetings where required.
- To work to create a sense of ownership amongst individuals and to promote a positive view of Tai Esgyn and partner organisations.
- To contribute to the aims and objectives of Tai Esgyn's strategic and business plans.
- To comply with all relevant legislation, policies and procedures.
- To undertake relevant and appropriate training when required.
- To participate in supervision and appraisal meetings in line with relevant organisational policy.
- To maintain confidentiality of information in accordance with policy and legislation.
- To undertake any other duties consistent with the needs of the project and partner agencies and in line with the nature of the post, as directed.
- To participate in a rota / on-call system.
- To be aware that continuation of the post is reliant upon continued funding.

## Assistant Housing Support Worker: Person Specification

<b>Essential Skills and Qualities</b>	<b>Desirable Skills and Qualities</b>
<ul style="list-style-type: none"> <li>❖ Good general education</li> <li>❖ Good listening skills and the ability to relate to people's interests and concerns</li> <li>❖ Good verbal and written skills</li> <li>❖ The ability, with training, to work in a person focused way, with a wide range of clients, individuals and organisations.</li> <li>❖ Ability to work to individual Support Plans</li> <li>❖ A commitment and understanding of vulnerable people and the issues they face on a daily basis</li> <li>❖ Enthusiasm and drive to empower people forward and onto independent living</li> <li>❖ Commitment to helping people to understand and exercise their rights and to fulfil their obligations</li> <li>❖ Ability to work on own initiative, organise own caseload, meet deadlines and take responsibility for own work and make a positive contribution to team working</li> <li>❖ Ability to work within organisation policies with regard to Health and Safety, Equal Opportunity, Confidentiality, Quality Assurance and Positive Service Delivery</li> <li>❖ Ability, with training, to become self servicing with regard to correspondence, reports and electronic and paper records</li> <li>❖ Willingness to undertake training as required</li> <li>❖ Full driving licence and use of a vehicle</li> <li>❖ Ability to build good professional relationships with people and other agencies</li> <li>❖ Ability to take a mature and professional approach to work</li> <li>❖ Basic computer literacy, with ability to use word processing, basic databases and spreadsheets</li> <li>❖ Ability to use the Internet</li> </ul>	<ul style="list-style-type: none"> <li>❖ Relevant professional or vocational qualification</li> <li>❖ Experience of working with people with mental health problems in either a paid or voluntary capacity</li> <li>❖ Understanding of the welfare rights system and how it relates to people with mental health problems</li> <li>❖ Understanding of the nature and role of independent sector organisations in the Welsh context</li> <li>❖ Ability to communicate in the Welsh language</li> </ul>