

JOB DESCRIPTION

Title of Post:	Locum Semi - Independent Housing Officer
Responsible to:	Semi - Independent Housing Manager
Location:	Any Projects
Grade:	Locum Specialist
Pay:	£13.90 Hourly

PURPOSE OF YOUR JOB

- The day-to-day management of a group of Semi Independent Houses and its residents.
- Assisting residents in Semi Independent Houses to maximise their potential through the Action Planning process.

CRITICAL DIMENSIONS

- Not applicable

PRINCIPAL ACCOUNTABILITIES

Support of Resident

1. To carry out with the resident a detailed assessment of their needs and capabilities and produce an action plan which identifies achievable targets in the progression to greater independence. To review these as necessary.
2. To assist residents in obtaining medical or specialist counseling services, and in gaining access to any statutory or voluntary services which are appropriate to their needs.
3. To assist residents with advice, guidance and encouragement in aspects of daily living skills, including budgeting and domestic matters, day centre attendance etc., and in employment training, job search and identifying appropriate permanent housing.
4. Actively work with residents towards improving their practical living skills. Including providing advice and training in cooking, housekeeping, budgeting and tenancy management.
5. To advise residents of their rights, including entitlement to benefits, and to assist them in applying or appealing against decisions.
6. To work closely with specialist St Mungo's staff and external agencies (e.g. CPN's etc) in all stages of the assessment and rehabilitation programme.
7. Provide information to residents about re housing options and, in consultation with the Regional Resettlement Worker, process their nomination.
8. In consultation with the Resettlement and Community Support staff, assist residents to move on by: accompanying them to view flats/sign tenancies, assisting in obtaining a Community Care Grant and purchasing items, and accompanying them on the day of the move. Also providing up to six follow up visits once tenants have been resettled to independent accommodation, if required.

9. Support residents when away from the project undergoing treatment, e.g. when residents are hospitalised or in detox, and take a full part in discharge arrangements.
10. On the death of a resident liaise with relatives and statutory authorities etc. and, when necessary, make funeral arrangements.

House Management

1. To ensure that void rooms/flats are in a settable condition, to interview and select new residents, and to ensure that voids in the houses are minimised.
2. Where applicable, ensure houses are run within the terms of the management agreement and liaise with the Association owning the property.
3. To maintain resident and house records as required.
4. To deal with emergencies and incidents in the houses, and to inform the line manager of issues of concern.
5. To participate in an out of hours on call service if required.
6. To undertake regular and frequent checks of the building and to ensure that repairs are immediately reported to the maintenance staff, and that the houses are maintained to a high standard.
7. To have an awareness of Risk Assessments and Health & Safety legislation and to monitor this in the houses, and to take action when necessary.
8. To monitor the condition of fixtures and fittings within the houses and arrange their replacement within budgetary constraints.
9. To offer residents the opportunity to participate in day-to-day running of the house as appropriate.
10. To collect rents, monitor arrears and bank monies.
11. To take appropriate action in line with St Mungo's procedures should a resident be in breach of his/her licence/tenancy, including rent arrears. Where appropriate, liaise with St Mungo's solicitors, including attending court, to ensure evictions are carried out legally and residents' rights are fully protected.
12. To input the weekly rent account to the computer.
13. To be responsible for a petty cash float and maintain accurate records of expenditure.
14. To incur and authorise expenditure within agreed limits, ensure project budgets are monitored and adhered to, and participate in formulation of budgets.
15. Liaise with local authority Housing Benefit sections to ensure the efficient receipt of benefits and when necessary, act for St Mungo's in appealing against decisions.

C. General

1. To work as part of a team to ensure a high quality coordinated, effective service to all residents.
2. Semi Independent Housing Officers usually work alone. Semi Independent Housing work is generally peripatetic.
3. To act at all times in the best interest of the Association and its residents.
4. At the request of the line manager, to be involved in the development of new policies, procedures and initiatives within St Mungo's.
5. To attend internal and external meetings as required by the line manager.
6. To undertake appropriate training as identified with the Line Manager.
7. To perform any other duties which may from time to time be reasonably required.
8. Participate in supervisions conducted at least monthly by your line manager.
9. Adhere to St Mungo's Equal Opportunities and Diversity policies at all times.
10. Adhere to St Mungo's Health & Safety and Confidentiality Policies at all times.

GENERAL

- Adhere to St. Mungo's Equal Opportunities and Diversity policies at all times.
- Adhere to St. Mungo's Health & Safety and Confidentiality policies at all times.
- Adhere to St Mungo's Standing Orders and all financial regulations at all times.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Semi - Independent Housing Officer

EXPERIENCE AND TRACK RECORD

Please use the job application form to demonstrate your experience and positive achievement in the following:

1. Experience of working with homeless people.
2. A knowledge and understanding of the problems faced by homeless people, particularly those with problems related to mental health or addiction.
3. The knowledge and ability to assess, with the residents, their needs and skills and to devise an action plan to maximise their independence.
4. The knowledge and ability to do practical work with residents to improve living skills and ensure tenancies are maintained.
5. A knowledge of the services and resources available to assist homeless people, including a detailed knowledge of Welfare Benefits.
6. An understanding of, and commitment to, the concept of Equal Opportunities, and an awareness of residents'/tenants' rights.
7. The ability to work as part of a team and to establish close and effective working relationships with colleagues, residents and external agencies.
8. Good written, verbal and numerical skills, including the ability to maintain computerised databases and use a word processor.
9. The ability to organise and plan own workload, without day-to-day supervision.
10. A knowledge of health and safety issues as they affect semi independent houses.
11. Be able to respond to and interact effectively with residents, including when faced with challenging or violent behaviour.