

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Economy & Place
SECTION:	Strategic Housing (Homelessness)
LOCATION:	Number One Riverside, Rochdale
JOB TITLE:	Casual Accommodation Support Worker
POST NUMBER:	
Grade:	Grade 6
Accountable to:	Temporary Accommodation and Move-on Manager
Accountable for:	NA
Hours of Duty:	Casual shifts offered 8am – 3.30pm and 3pm – 10.30pm
Any Special Conditions of Service:	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of a building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This includes ‘vapes’.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.</p> <p>Casual user car allowance</p>

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

TO BE ADDED

PURPOSE AND OBJECTIVES OF THE JOB

1. To work as part of a team to deliver person centred housing related support with the aim of achieving successful move-on into appropriate independent or supported housing
2. To contribute to the delivery and efficient running of high quality temporary accommodation with wrap around support for single and family households
3. To work within the borough's temporary accommodation schemes as may be directed from time to time in order to satisfy the criteria as outlined in 1 & 2 above.
4. To work in a trauma informed way combining Best Practice with statutory guidance to ensure the Council's Temporary Accommodation Service is constantly evolving in order to meet the varied and complex needs of single and family households experiencing homelessness.

Control of Resources

Personnel

Responsible for the direction, support and motivation of self.

Financial

Responsible for working in accordance with the financial regulations and procedures of the Authority.

Responsible for that part of the Service's resources, which relate to the work of the post-holder.

Equipment/Materials

To be responsible for all materials and equipment issued to the post-holder or used by staff allocated to the post-holder.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Internal Contractors
- Township Offices

External

- Members of the public
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Homes and Communities Agency
- Staff and management of other Local Authorities
- Registered Provider partners
- Greater Manchester Combined Authority
- Academic institutions
- Housing working parties
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

Responsibilities

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Strategic Housing's principles to support the way we work as a service and to achieve our vision:

- We **build trust** in our service by delivering a consistent experience for everyone
- We **work in solidarity** with colleagues and people, recognising and responding to the changing needs of our borough and services
- We **achieve through taking shared responsibility** and challenging each other to continuously have a positive impact on people's lives

Principal Duties

1. To work as part of a team to ensure the upkeep and smooth running of the temporary accommodation, including noting and reporting property damage, maintenance issues and any health and safety concerns.
2. To ensure accommodation is presented to a high standard, is furnished/equipped and well maintained and to carry out regular Health and Safety checks throughout the building
3. To develop effective working relationships with members of the public, colleagues, partners and key stakeholders to support the delivery of statutory accommodation duties.

4. To adopt and apply an Early Help approach towards assessments, ensuring household needs are fully considered and used to inform support and move on plans.
5. To demonstrate professional curiosity in order to identify and report safeguarding concerns in line with the Council's policies and procedures, including supporting joint needs assessments of children/young people and their families at risk or in need of protection, and to liaise with relevant services as appropriate.
6. To provide a warm welcome to residents, explain and complete necessary paperwork and licence agreements in line with the Council's admission process.
7. To carry out assessments and develop SMART support and move-on plans with residents at the earliest opportunity, identifying realistic options for independent or more appropriate housing. To review these plans regularly with residents.
8. To empower and motivate residents to identify their own goals, make appropriate referrals on their behalf and encourage engagement with various agencies and services.
9. To ensure that all aspects of service provision is recorded on the appropriate IT systems and in line with the Council's Data Protection and Confidentiality policies.
10. To coach and empower individuals to develop essential life skills including budgeting, maintaining accommodation, positively contributing to the community, managing their health and wellbeing and maximising their income.
11. To apply for funding for essential items from various sources when individuals are moving into a tenancy.
12. To support the Council's void and re-let process, ensuring temporary accommodation is allocated at the earliest opportunity, including clearing, packing and cleaning rooms.
13. To support the manager to maximise income generation by ensuring timely, accurate applications for Housing Benefit, rent collection and taking service charge payment. Alongside this, supporting residents to budget and set up payment plans for former tenancy arrears at the earliest opportunity to reduce the barriers to securing a tenancy.
14. To be positive, creative and work collaboratively when overcoming challenges, providing solutions, which are beneficial to both the service and the households residing in temporary accommodation.
15. To communicate effectively, delivering difficult and challenging messages clearly both verbally and in writing, whilst ensuring the views colleagues and customers are taken into consideration.
16. To organise and prioritise workload flexibly and efficiently in response to the needs of the team and the service.
17. To actively contribute toward meeting individual and team performance targets (KPIs)

Secondary Duties

- 1 To participate in Council programmes of in-service training as a trainee and to train/mentor new members of staff once you are proficient in the role
- 2 To attend meetings and training as a representative of Rochdale Council
- 3 Use of the Council's IT system, to include recording of case notes, reports, presentations, meeting minutes, letters etc
- 4 To attend team meetings and promote team working as appropriate.
- 5 To undertake any additional duties commensurate with the grade of the post as determined by Line Manager

Job Description prepared by _____ Date _____

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Service Director _____ Date _____