

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE: Economy & Place

SECTION: Strategic Housing (Homelessness)

LOCATION: Number One Riverside, Rochdale

JOB TITLE: Accommodation Support Worker

POST NUMBER:

Grade:

Accountable to: Temporary Accommodation and Move-on Manager

Accountable for: NA

Hours of Duty: 30 hours per week – working shifts on a rota

Any Special Conditions of Service: 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'.

This post is not Politically Restricted in accordance with the current regulations.

Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.

Casual user car allowance

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

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 or 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 _____ Kelly Baron
Date _____ September 2025

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

Service Director _____

**Rochdale Borough Council
Person Specification**

Service :	Economy & Place	Post:	Accommodation Support Worker
Section :	Strategic Housing (Property)	Post Number :	
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you. If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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

Essential criteria		How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1	Willingness to work on a rota basis covering shifts. The service operates 24 hours a day, 365 days per year. Hours will equate to 37 per week.	I
2	Willingness to identify, undertake and actively participate in training and personal development activity	I
3	Willing and able to travel across the borough to cover at different buildings if necessary for service delivery	I
(b) Qualifications and Experience		
4	Good standard of education – Excellent skills in written and spoken English and mathematics	I
5	Relevant experience of working with homeless people experiencing homelessness or people with multiple disadvantage and providing them with support or advice	AF/I
6	Experience of liaising with and working alongside a variety of partners, stakeholders, taking a multi-disciplinary approach to supporting individuals.	AF/I
7	Experience of maintaining accurate records on manual and computerised systems.	AF/I

8	Experience of working to targets or key performance indicators (KPIs)	I
9	Experience of working in accordance with health and safety guidance and able to update and produce reports as appropriate	I
(c) Skills and Knowledge		
10	Have the ability to carry out person-centred assessments and support plans, identifying important information to determine the right service to refer individuals to	AF/I
11	Have a positive attitude with the ability to form strong working relationships with individuals and manage own reaction to challenging behaviour	AF/I
12	Knowledge of the Council's statutory obligations under the Housing Act 1996 (Part VI & VII) and the Homelessness Reduction Act 2017	I
13	Motivation and ability to work alone and alongside colleagues with minimal supervision	I
14	Ability to organise and prioritise own workload when there are competing demands on your time	I
15	Knowledge of the range of services and accommodation options available to people experiencing homelessness	I
16	Awareness of the issues that contribute to homelessness and the impact homelessness has on people's lives	AF/I
17	Ability to identify Safeguarding concerns and follow procedures to report them	AF/I
18	Knowledge of the Welfare Benefits System and the challenges people face in sourcing affordable housing	I
19	Have the ability to recognise and report any Health and Safety concerns in the workplace	I
(d) Behaviours and Values		
18	<p>Our corporate behaviours -</p> <ul style="list-style-type: none"> • Pioneering and Open in our approach - we are ambitious for the people and place of Rochdale and will think creatively about how to deliver the best possible outcomes, working collaboratively with local people and partners. • Proud of the difference we make - we'll celebrate and share our achievements and act as ambassadors for the borough of Rochdale. • Passionate about the diversity of the borough - we love the diversity within our workforce and local communities and will strive for excellence in meeting their different needs and aspirations. <p>Please confirm you are willing to adhere to these values and behaviours in your role.</p>	AF/I