SOUTH ESSEX HOMES

JOB DESCRIPTION

SECTION       Housing Services
SCALE         Level 7
SALARY        £25,951 to £29,323
DATE          November 2017

JOB TITLE:    Support Services officer (Generic)

RESPONSIBLE TO: Senior Support Services Officer

PURPOSE OF ROLE

As a Support Services Officer of South Essex Homes you will be responsible for delivering the day to day provision of an excellent, customer focused support service for residents.

You will actively deliver the Support Service in accordance with the objectives of the Company and be key in ensuring residents remain living independently for as long as possible, prevent social isolation and sustain tenancies/licenses.

You will work across all aspects of the Company's operations to ensure achievement of key objectives. Support Services Officers will assist in contributing to initiatives intended to grow the business and the continued development and sustainability of South Essex Homes.

KEY LEADS:

The Support Services Officer will assist their Senior Support Officer and Manager to deliver a high quality service to Southend Borough Council residents in relation to:-

- Day to day delivery of the support service;
- You will assist vulnerable residents to maintain their tenancies/Licenses.

The Support Services Officer will actively contribute to delivering a support service to address:-

Notwithstanding the delivery of the areas indicated above, the Support Services Officer will assist their Senior Support Officer and the Senior Support Manager to support any team across the Company where a project or initiative would be best served by an individual officer’s particular skills, knowledge and experience. The Senior Management Team will agree such project based leads.

You will actively contribute to developing and delivering the services in accordance with the objectives of the Company.

**RESPONSIBILITIES AND OUTCOMES**

The Support Services Officer will be expected to undertake any duties consistent with their role within the organisation.

The Support Services Officer will support the Senior Support Services Officer and the Support Services Manager in cross functional working as required to deliver customer focused and value for money services at all times and specifically:

1. To play a full part in the provision of a local, responsive, housing service as part of the Support Services Team.

2. To deliver targeted services to address the following; Worklessness, benefit dependency, Social Isolation, Financial Inclusion, Community Cohesion, ASB, fuel poverty, digital inclusion, health and well-being, tenancy sustainment, independent living and food poverty.

3. To assist in the identification and development of partnerships, to develop and deliver the services in (2) above.

4. To liaise where necessary with the Council’s Housing Solutions Team, tenancy services and ASB teams in making enquiries into homeless applications and have overall responsibility of the placement of homeless households or households to be relocated temporarily due to emergency situations into temporary accommodation, including the use of the guest rooms.

5. Ensure temporary accommodation rooms/guest rooms are ready to receive residents/guests and ensure they are maintained to a reasonable standard which includes instructing cleaners to ensure that when the room is vacated it is in a reasonable condition.

6. Ensure that identified vulnerable residents are managed, prioritised and carry out financial assessments for residents experiencing rent/license arrears and refer to relevant support agencies to ensure a seamless support service to the resident.

7. Ensure compliance with tenancy and license obligations including monitoring license payments, guest room payments and tv license fees and taking relevant action should the resident not comply with their obligation to make those payments.
8. Support resident associations and groups to promote and motivate social inclusion and prevent social isolation and to encourage groups to become self-sufficient and ensure quality of opportunity and monitor outcomes against expectations.

9. Compliance with performance standards, policies and procedures and ensure the highest possible standards of service to tenants.

10. Compliance with achieving optimum performance and delivery of corporate and group objectives

11. Compliance with the quality standards and service standards.

12. Compliance with delivering on local performance plans and targets to ensure that South Essex Homes meets top quartile performance;

13. Compliance with delivering service improvements consistent with the organisation’s objective of delivering excellent services;

14. To develop relationships with “hard to reach groups” and community groups, to identify tenants requiring additional support, and liaise with the Tenancy teams and specialist teams to ensure support provided and develop community cohesion

15. Deliver resident involvement and fully support residents to have a range of opportunities to influence their housing service.

16. Ensure the views of residents are incorporated into service delivery through effective communication with South Essex Homes Staff and where applicable staff from other departments.

17. Liaise with other authorities, statutory and voluntary agencies and other such organisations to ensure that effective and efficient consultation with residents is maximised and is in accordance with their needs.

18. Carry out daily welfare checks to vulnerable residents.

19. Attend and service resident meetings where required.

20. Attend case conferences, professionals meetings and evictions as necessary.

21. Carry out resident consultation exercises as required.

22. Carry out new support plans/tenancy welfare/vulnerability assessment visits and review them whenever there is a change of circumstances.

23. Carry out inspections of schemes to ensure standards are being upheld in relation to cleanliness, security, health and safety.

24. Report all defects and follow up if not repaired within target times.

25. Carry out necessary drills, testing and maintain record keeping.

27. Participate in the “out of normal working hours” rota to attend to emergencies and receiving people outside of normal working hours into the temporary accommodation.

28. Assist in the co-ordination and delivery of a comprehensive system to assess user satisfaction with South Essex Homes services and ensure this informs service development.

29. To assist in the collection of the organisations resident profile information, and ensure that continued use of this data is embedded throughout the organisation.

30. Work in full partnership with the Specialist Income Management Team to ensure effective rent arrears procedures to minimise debts and maximise recovery.

31. Work in full partnership with the Tenancy Management teams to ensure effective response to reports of anti social behaviour, rent arrears procedures to minimise debts, maximise recovery and provide excellent customer service and satisfaction.

32. Work in full partnership with the Property teams to ensure effective reporting and management of property repairs and ensure effective response to reports of disrepair, in order to maximise customer satisfaction.

33. To be aware of all relevant Housing Legislation and welfare benefits and advise tenants accordingly.

34. Maintain details of residents based upon information received/obtained.

35. Ensure professional boundaries are maintained between officers and residents and customers.

36. To interview tenants both in the office and in their homes.

37. To compile reports where necessary, maintain tenancy/licensee records and ensure replies to correspondence and enquiries are responded to within set timescales.

38. Assist by providing relevant background information to the Support Services Manager to ensure all complaints are handled effectively and efficiently and within the timescale laid down in the complaint procedure;

39. Work with other organisations, especially Southend-on-Sea Borough Council, and maintain and review effective links with other departments, outside agencies, statutory and voluntary agencies.

40. Comply with the procedures and systems to investigate breaches of licenses and tenancies and the enforcement of the Council’s conditions of tenancy/license and comply fully with the Company’s standing orders, statutory and regulatory requirements, health and safety regulations, contractual agreements and financial regulations.

41. Ensure the rights of tenants are respected and decisions regarding tenants are based on the individual tenants needs and are person centred approach.
42. Ensure compliance with meeting performance targets for key aspects of the service, ensuring at all times statutory performance standards are complied with.

43. Follow and promote South Essex Homes equal opportunities policy as it relates to the carrying out of all duties attached to the post.

44. Follow and promote South Essex Homes safeguarding policies and procedures as it relates to the carrying out of all duties attached to the post.

45. Follow and promote Data Protection policies and procedures as it relates to the carrying out of all duties attached to the post.

46. Ensure compliance with the Company’s standing orders and financial regulations.

47. To attend meetings as required to do so, including evening and weekend tenants’ meetings.

48. To attend any training sessions as directed by the Support Services Manager.

49. Use and operation of the Company’s computer systems as required.

50. To provide cover for other members of staff as required.

51. For the better performance of the Housing Service the post holder will be expected to liaise and co-operate fully with any other officer of South Essex Homes or Southend Borough Council or other relevant statutory and voluntary bodies, as appropriate.

52. The job description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job.

53. Any other duties within the scope of the post, as directed by the Senior Support Services Officer, Support Services Manager, Group Manager Support Services or the Executive Director.

*It is South Essex Homes’ requirement that an enhanced disclosure from the Criminal Records Bureau is obtained for the holder of this post. A copy of the council’s policy statement on the recruitment of ex-offenders and safekeeping of disclosure information is available on request.*

No job profile can cover every issue which may arise within the post at various times, and the jobholder is expected to carry out other duties requested by the Senior Support Services Officer, Support Services Manager, Group Manager Support Services or the Executive Director.
PERSON SPECIFICATION

SUPPORT SERVICES OFFICER

The following criteria outline the skills, experience, knowledge and qualifications required for this post. All criteria are considered to be essential except where indicated otherwise.

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<tr>
<th>Physical Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Able to climb stairs (up to 15 floors)</td>
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<td>Able to use lifts</td>
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<td>Not afraid of heights</td>
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<th>Attainments/Qualifications</th>
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<th>Desirable</th>
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<tr>
<td>Minimum of 4 GCSEs (including English Language and Maths)</td>
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<td>Educated to ‘A’ Level standard Part/Full qualified CIOH</td>
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<td>Minimum of 2 years temporary accommodation, sheltered or tenancy management experience</td>
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<td>Has attended relevant training courses</td>
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<tr>
<th>General Intelligence</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Working knowledge of Housing Law/Welfare Benefits</td>
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<td>Evidence of further study</td>
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<td>Up to date knowledge of best practice within a temporary accommodation service, sheltered or a tenancy management service.</td>
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<th>Skills</th>
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<td>Can follow directions and procedures.</td>
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<td>Able to demonstrate a common sense attitude to often complex situations</td>
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<td>Able to show the ability to work on own initiative</td>
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<td>Ability to work to deadlines and</td>
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balance conflicting demands.

Experience of working to and achieving set targets.

Focuses on customer satisfaction and delivering a quality service to the agreed standards.

Can adapt and respond well to change.

Can manage pressure effectively and cope well with setbacks.

Experience in using standard IT packages – Word, Excel, Outlook and powerpoint.

Experience of using Housing IT systems

Experience of dealing with difficult and aggressive customers.

Experience of developing and maintaining systems and records

Ability to seek out and understand the expectations and needs of residents/tenants

Ability to communicate orally, in writing and electronically at all levels.

Ability to manage time effectively and is punctual.

Ability to plan ahead, prioritise and work in on organized and systematic way. Able to demonstrate ability to work with customers with complex needs.
| **Ability** | Ability to tackle and resolve conflict.  
|            | Can think analytically and can make rational, realistic and sound judgements, and be able to show the ability to work on own initiative.  
|            | Ability to seek out learning opportunities, open to new ideas and experiences, and handles situations and problems with innovation and creativity.  |
| **CIRCUMSTANCES** | Has full driving licence, Daily Use of a car and Business User Insurance or able to get around the borough.  
|            | Able to work late night or early mornings.  
|            | Able to attend evening and weekend meetings.  |
| **DISPOSITION** | Assertive.  
|            | Empathy.  
|            | Friendly.  
|            | Communicative.  
|            | A supportive team player.  
|            | Committed to customer care.  
|            | Able to cope under pressure.  |