

Housing Support Officer

Reference No.	A4537	Type	Individual
Service	Housing		
Job Family	Technical	Grade	FC5

Purpose

To assess and deliver Registered Supported Housing Services to provide a range of welfare, monitoring and practical housing support to homeless service users in various homeless temporary accommodation settings throughout Fife.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assessing the support needs of Service Users and work with them to develop person centred support plans to meet identified needs within Care Inspectorate standards.

Reviewing support plans on a 6 monthly basis with the service users and making any amendments to support required and participating in support plans for customers with more complex needs.

Promoting and assisting individuals to develop independent living skills by delivering support solutions to Service Users and working creatively and innovatively to meet their support needs and respond to emergency situations arising from potentially complex needs and challenging behaviours.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

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If you are based in the Homeless Support team, you must achieve registration with SSSC as a **Support Worker in a Housing Support Service**. To ensure you achieve registration within 6 months of starting in the role, you must apply to register within 3 months of your start date.

To maintain your registration, you must hold or work towards the SSSC benchmark qualification for the role. This includes SVQ Social Services and Healthcare at SCQF level 6. The benchmark qualifications are listed here <https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/>

If you are not based in Gilven House, you must be educated to SCQF level 6 in a relevant Housing, Health or Social Care qualification.

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	<p>If you do not currently hold a benchmark qualification, your registration will be granted subject to the condition that you achieve the required qualification within your first period of registration.</p> <p>Knowledge of mental health issues and approaches.</p> <p>Experience of delivering Housing Support.</p> <p>Literacy and numeracy skills.</p> <p>Working within health & social care setting.</p> <p>Be able to get complex information from Service Users who may have additional communication needs.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Monitoring the health, welfare and social functioning of service users, being in contact with them on a daily basis to maintain the environment with the building. Liaising and co-ordinating with outside services and agencies where necessary.</p> <p>Working in partnership with a range of Health & Social Care Providers to meet the needs of Service Users.</p>	<p>Ability to assess the support and care needs of vulnerable homeless people and work with partner agencies to meet these.</p> <p>Be able to explain a range of information</p> <p>Experience of partnership working and knowledge of local services.</p>	<p>✓</p>	<p>✓</p> <p>✓</p>

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Supporting and assisting Service Users to build up local networks in their community, making connections and assisting them to gain new interests and experiences.			
Making regular personal contact with Service Users, building trusting relationships towards the promotion of independent living, whilst respecting individual lifestyles and maintaining Service Users dignity and privacy within a non-judgemental approach.`	Be able to demonstrate good interpersonal skills. Enhanced Communication skills	✓ ✓	
Checking IN/OUT Board and FORT system to determine the movement of service users and call/visit where necessary	Ability to provide a regular and effective service	✓	
Accompanying Service Users to appointments and to access services where required – Housing; Food Bank; DWP; GP; Dentist; Education and Training; Leisure etc.	Current driving licence with access to own transport		✓
Responding to individual and collective situations to provide crisis intervention and co-ordinate services, summoning emergency services where appropriate.	Have the ability to deal with crisis situations and have knowledge of a range of appropriate interventions. Be able to demonstrate an ability to work on his/her own initiative.	✓ ✓	
Assessing the support needs of their service users and work with them and other services to develop support plans to meet their needs. The		✓	

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<p>service users may be vulnerable and in crisis– this may lead to periods where provision of additional support is required.</p> <p>Supporting and assisting Service Users to plan for their future using a person centred, trauma informed approach.</p> <p>Supporting and assisting Service Users to:- set up, maintain and sustain their home including shopping, cooking, cleaning, budgeting, personal care and other household tasks, maximising their income and benefits including housing benefit and coping with the responsibilities of a tenancy as well as helping them take responsibility for the safety and security of themselves and their home</p>	<p>Minimum of two years' experience of working with vulnerable people or service users with Specific Needs</p> <p>Experience of working with homeless people and their families</p> <p>Experience of dealing with crisis situations and reaching appropriate interventions.</p> <p>Negotiation skills.</p> <p>First Aid training and experience</p> <p>Knowledge of benefits systems and how to access these.</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p>Working with service users to make meal choices, budget and shop for items and assist/support to cook meals safely.</p> <p>Control and manage access to cash, where required for vulnerable service users, maintaining records and handling cash on their behalf.</p>	<p>Greater numeracy skills including cash handling.</p> <p>Knowledge of Health & Safety legislation</p> <p>Knowledge of GDPR legislation</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>

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<p>Encouraging the social interaction of service users using appropriate techniques and approaches to engage individuals on a trauma informed basis.</p> <p>Be creative in developing and facilitating activity and group work sessions which meet the support needs of service users.</p>	<p>Be able to work with chaotic and disengaging service users and their families</p> <p>Be able to demonstrate an ability to work on his/her own initiative</p> <p>Adult Protection Knowledge</p> <p>Child Protection Knowledge</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Checking the functioning of Smoke Detectors, Personal Alarm and Fire Alarm systems on a regular basis and record these checks.</p> <p>Carry out Legionella testing weekly and record these findings.</p>	<p>Knowledge of Health & Safety Procedures which affect Houses of Multiple Occupancy</p> <p>Literacy and numeracy skills</p>	<p>✓</p>	<p>✓</p>
<p>Providing information to new Service User when they take up occupancy, giving support and guidance of 'tenancy agreements' and provide awareness of Council Tax, housing and other benefits as well as any service charges which may apply.</p> <p>Providing practical guidance on how to operate heating systems, use laundry facilities, etc. and assessing 'Risk' at all times.</p>	<p>Be able to communicate with a range of internal / external partner agencies.</p> <p>Experience of customer engagement.</p>	<p>✓</p> <p>✓</p>	
<p>Lone Working – evenings and weekends</p>	<p>Using own initiative and problem solving skills</p>	<p>✓</p>	

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			✓	
Book In new Service users		Good communication skills and basic IT skills	✓	

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Range %	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
JOB TITLE (of Specialist tasks)				

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>