



# Role Profile

<b>VERY SHELTERED HOUSING OFFICER</b>				<b>Purpose</b>																			
Reference No.	A4180	Type	Individual	Delivering daily contact to older people within our service. Delivering person centred support planning with older people to realise potential and evidence outcomes.																			
Service	Housing Services																						
Job Family		Grade	FC6																				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility																			
Review support plans on a 6 monthly basis with the tenants and make any amendments to support required.				<table border="1"> <thead> <tr> <th></th> <th>E</th> <th>D</th> </tr> </thead> <tbody> <tr> <td>Experience of delivering Housing Support</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Literacy and numeracy skills.</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>Working within health &amp; social care setting.</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Be able to get complex information from tenants who may have additional communication needs.</td> <td></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>To ensure you achieve registration with SSSC as a <b>Support Worker in a Housing Support Service</b> within 6 months of starting in a new role, you must apply to register within 3 months of your start date.</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table>			E	D	Experience of delivering Housing Support		<input checked="" type="checkbox"/>	Literacy and numeracy skills.	<input checked="" type="checkbox"/>		Working within health & social care setting.		<input checked="" type="checkbox"/>	Be able to get complex information from tenants who may have additional communication needs.		<input checked="" type="checkbox"/>	To ensure you achieve registration with SSSC as a <b>Support Worker in a Housing Support Service</b> within 6 months of starting in a new role, you must apply to register within 3 months of your start date.	<input checked="" type="checkbox"/>	
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E = Essential Criteria    D = Desirable Criteria

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	<p>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 <a href="https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/">https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/</a></p> <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>Monitor the health, welfare and social functioning of tenants, contacting them on a daily basis through the use of the Warden Call System. Liaise and co-ordinate with families and outside services and agencies where necessary.</p>	<p>Ability to assess the support and care needs of frail older people and work with partner agencies to meet these.</p> <p>Be able to explain a range of information</p>		<input checked="" type="checkbox"/>  <input checked="" type="checkbox"/>
<p>Make regular personal contact with tenants by visiting them within their own homes. Promoting independence whilst respecting individual lifestyles, maintaining tenant's dignity and privacy.</p>	<p>Be able to demonstrate good interpersonal skills.</p>	<input checked="" type="checkbox"/>	
<p>Check activity panels within schemes to determine the movement of tenants and call/visit where necessary</p>	<p>Ability to provide a regular and effective service</p>	<input checked="" type="checkbox"/>	

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Respond to Community Alarm 'call outs' when on site, where possible to provide crisis intervention and co-ordinate services where appropriate. Summon emergency services as necessary.	Have the ability to deal with crisis situations.  Be able to demonstrate an ability to work on his/her own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assess the support needs of their tenants and work with them and other services to develop support plans to meet their needs. The tenants may be frail and vulnerable – this may lead to periods where provision of additional support is required.	Minimum of two years' experience of working with Older People or service users with Specific Needs  Experience of working with very frail older people	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In complexes where meals are provided work with tenants to make meal choices, collect monies and liaise with catering providers.	Greater numeracy skills including cash handling.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Encourage the social interaction of tenants	Be able to work with very frail service users and their families	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Check the functioning of Warden Call System, Smoke Detectors and Fire Alarm systems on a regular basis and record these checks	Literacy and numeracy skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide information to new tenants when they take up their tenancies, giving basic guidance of 'tenancy agreements' and provide awareness of Council Tax, housing and other benefits. Provide	Be able to communicate with a range of internal / external partner agencies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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practical guidance on how to operate heating systems, use laundrettes, etc, as appropriate.			
Keep accurate records regarding the operation of the service through written reports, completing the log book and other paper work/records whilst maintaining strict confidentiality. Have a good understanding of using computer packages. E.g Microsoft	Greater degree of literacy skills including report writing.  Basic IT Skills – ability to deal with e-mails	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Job Title (Specialists Tasks)</b>			

### 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:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.