



## JOB DESCRIPTION

**Form  
JD1**

<b>JOB TITLE:</b> Resettlement Support Worker	<b>POST NUMBER:</b> 1100ENA
<b>REPORTS TO</b> (Job Title):	Resettlement Team Leader
<b>DEPARTMENT:</b> Health, Housing and Adult Social Care	<b>GRADE:</b> 6
<b>JE REF:</b>	3841 B01110
	<b>PANEL DATE:</b> 20/06/2017

<b>1.</b>	<p><b>MAIN PURPOSE OF JOB</b></p> <p>To assist in the prevention of homelessness by providing relevant accommodation and preparing people for independent living</p> <p>The main emphasis of this role is to provide high quality support to all customers living in the hostel with a view to helping people move on into accommodation suitable to their needs and wishes</p> <p>To ensure that customers are aware of the aims and objectives of the service and understand the conditions under which accommodation is granted together with the expectations placed upon them and staff in the delivery of the service</p> <p>To co-facilitate resettlement / youth education programme with relevant trainer</p> <p>To work in a multi-disciplined team including Statutory and Voluntary agencies in order to provide a comprehensive service to customers.</p> <p>To manage the accommodation for customers in conjunction with works department and contractors and to ensure that this is maintained at the highest possible standard and to contribute to effective running of hostel (repairs, rents, laundry, cleaning, catering, health and safety)</p>
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<b>2.</b>	<b>CORE RESPONSIBILITIES, TASKS &amp; DUTIES:</b>
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	i	To build on the housing options assessment and personal plan by carrying out an assessment of support needs for all customers in the hostel and in a tenancy where required, write a Support Plan with agreed actions. Review the support regularly and record outcomes of support needs and action points on the Support Plan, individual files, and computer systems.
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ii	To hold a caseload and provide high quality individual support to customers, including work around budgeting, self esteem, independent living skills, assistance with benefit claims, risky behaviour (alcohol, drugs, unsafe sex, offending behaviour), motivational work, anger management and interpersonal relationships. To co-work if another agency is lead agency
iii	Make referrals / signpost to specialist agencies as appropriate and where necessary prepare and accompany customers to services to assist with take up / transition to universal / specialist services.
iv	To work alongside health professionals to support customers people with learning difficulties / mental health or physical health problems
v	Facilitate and / or assist in individual and group sessions to enable development of customers
vi	To complete on site (where possible) all lettings of accommodation, advising the customer of the accommodation conditions and responsibilities. Completing all paperwork associated with these moves and updating the computer system as necessary. This includes provision of / paperwork for emergency accommodation under No Second Night Out / severe weather
vii	To be involved in customer consultation through a variety of means including residents meetings and customer satisfaction surveys.
viii	To visit all customers living in the hostels or those to whom there is an agreed support provision regularly, ensuring that the customers maintain the accommodation to a reasonable standard and any problems are identified and dealt with quickly. Occasionally visits may be necessary outside of normal working hours.
ix	To ensure that communal areas and facilities are maintained and cleaned to a high standard including external areas in conjunction with works department and contractors.
x	To ensure that accommodation agreements are adhered to, taking appropriate action when conditions are breached. Ensure that any breaches and action are clearly documented. To prepare court papers and attendance at court as and when required
xi	Supervise and assist with moves out of accommodation ensuring that homes are inspected, cleaned and repaired prior to allocation. On occasions some physical / practical assistance will be required (eg carrying bags, moving furniture) To ensure the return or collection of keys following a customer leaving the accommodation and carry out a void clean. Update computer systems as necessary.
xii	To ensure that customers benefits (including HB) are maximised. This will include debt advice, income maximization, benefit advice and involvement of other agencies such as Citizens Advice York

	xiii	To monitor all rent accounts, both current and former, to action and resolve rent arrears on an individual case basis while following policies and procedures in order to maximise revenue in accordance with defined targets and to minimize customer debt. This will include personal visits, phone and letter contacts serving of legal notices, and if necessary preparation court papers and attending evictions. To collect and monitor rent payments and pay monies collected into CYC account daily or as required. Input records and update computer system as required.
	xiv	Regularly inspect all properties for repair issues, reporting these as necessary, monitoring to ensure repairs are completed to a high standard and within agreed time scales as per property Services. To work closely with landlord services, suppliers and contractors and other external agencies to ensure that all hostel accommodation is well maintained.
	xv	To carryout household tasks including laundry and catering in the hostel
	xvi	To keep updated the computer held housing management system inputting data accurately, as necessary and to use the rent and housing benefit system, spreadsheets, e-mail and other computer systems as required. To provide any statistics as and when necessary.
	xvii	To work to an agreed (not set) rota and provide a flexible response to rota requirements across the entire service. This will involve cover at other hostels
	xviii	Liaison across the Authority and with external agencies involved in the provision of services for our customers who are likely to have high social care issues and experience of social deprivation/discrimination
	xix	To provide ongoing housing advice and information for customers at risk of exclusion and where necessary work closely with other agencies to find alternative housing.
	xx	To participate in the office based duty cover to ensure a responsive customer service is met. To attend / contribute to handover meetings
	xxi	To encourage and facilitate customer involvement though eg residents meetings, consultation events, exit surveys, newsletters
<b>3.</b>	<p><b>SUPERVISION / MANAGEMENT OF PEOPLE</b>  Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work</p> <p><b>Direct:</b> not responsible for direct line management of other staff.</p> <p><b>Indirect:</b> assist with on the job training, support of new recruits, relief staff, students, volunteers, colleagues and other professionals. Formal co-working</p>	

#### 4. CREATIVITY & INNOVATION

Housing legislation and welfare benefit services are constantly changing and as such the staff within hostels must be able to learn new polices, procedures and law, to adapt working practice to meet these needs and to deliver a relevant service. The post holder will contribute to developing new working practices and must be flexible, adapt to change, and welcome new ideas, cultures and challenges. The service is a responsive service but all aspects are guided by legislation, processes, policies, and good practice mean that new work processes are integrated into policy to reflect the current working environment. When making unfamiliar decisions there are other staff on duty who can support / act as reference points when issues / problems arise. There is an informal on-call manger system (generally phone contact) when supervisor is not on site.

- Fundamental that post holder is able to adapt method of working to suit a wide range of vulnerable customers. While the customer group displays a variety of issues there are numerous procedures and risk assessments in place and training available to prepare staff to deal with incidents and problems as a matter of course. On occasions staff will need to make decisions without management on site or on duty eg an immediate decision is required where there is a violent incident staff will decide if they need to contact the Police.
- Staff should be able to deal with potentially violent or aggressive individuals or groups, to be able to break down barriers where customers are reluctant to engage, using a variety of techniques to impart or extract information and agree solutions and actions. In addition customers may have learning difficulties, literacy problems and need to communicate using a variety of techniques. To work with customers to resist inappropriate peer pressures, address discrimination and bullying issues, deal with anger management and nuisance behaviour without alienating the customer from support process
- To break down barriers to enable customers to access and retain accommodation and to access other services as identified by the needs assessments. Involved in the development of new resources to assist this eg. producing a newsletters, setting up residents welcome meetings, encouraging customers access universal services (eg accessing Children's Services) or community provsion
- To be able to think on feet regarding numerous situations i.e. to de-escalate a situation which could become volatile. Need to be creative in approach, handling of situation, group dynamics, long term impacts. Relevant training and procedures are in place to guide / prepare staff
- Flexibility and willingness to work across CYC hostels if required

<p>5.</p>	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• <b>Customer group</b> is varied and may include families, young people, care leavers, looked after children, single homeless, some with mental health problems and substance abuse issues. Significant part of work is directly with customers – providing support, advice, encouragement although can also be to enforce tenancy conditions (issue a Notice to Quit). The contact can be informal, in office, or around site or can be more formal interview, support sessions, intensive support. It can be with an individual or household. Customer contact may be face to face or on the telephone and is daily</li> <li>• <b>Internal</b> – Working within the hostel team and part of the wider resettlement / homeless service. Contact is about developing the service and in relation to an individual customer to gather or pass on information, arrange meetings or appointments, discuss solutions to housing issues, make referrals, report or chase repairs with a variety of internal departments on a daily basis – primarily with Housing options and housing registration staff, Social Workers, Children’s Services, Youth offending team, Adult Social Care, property services, discussing and making decisions regarding support or services required.</li> <li>• <b>External</b> agency contact - Contact is fundamentally in relation to an individual customer to gather or pass on information, arrange meetings or appointments, discuss solutions to housing issues, health issues, emotional support issues. Contacts include Homeless Agencies, accommodation providers, Housing Associations, Young peoples Projects, Substance misuse services, advice and mediation services National Probation Service, Community Rehabilitation team, NY Police, health Services, DWP, Education and training establishments, Young Offenders Institutes, prison and courts .</li> <li>• Contact may also be in multi-agency meetings , training or networking sessions</li> </ul>
<p>6.</p>	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p><b>Discretion and consequences:</b>  Resettlement Support Workers provide advice and information and support to customers which will have implications, some serious on their current housing (eviction and homelessness) and future housing (eg income / work, advising them to pay rent, tenancy rights and responsibilities or face risk of eviction). Support Workers make decisions daily in line with procedures on risk assessments and risk management. Statutory duty under Homeless Reduction Act 2017 to provide personal plans regarding homeless prevention / relief of homeless may impact to a lesser degree on this area of work, consequence of inappropriate support is a legal challenge via section 202 or section 204 appeal.may</p>

	<p><b>Decisions;</b></p> <p>Appropriate advice regarding Housing Act 1996, Homeless reduction Act 2017 and allocations policy. Appropriate advice and support regarding both resettlement / temporary and permanent accommodation informed by legislation, procedures and individual support needs of customers.</p> <p>The commencement of court proceedings for infringement of tenancy conditions and attendance as necessary. There are internal policies to guide staff but each case is individual and all information needs to be considered and agreed with manager. There is a need for consistency and boundaries</p> <p>Contacting Social Services and/or other services as necessary if feel people are at risk ie children or adults.- in line with Safeguarding policies. This is a statutory responsibility and follows strict guidelines.</p> <p>Liaising with multitude of various specialist agencies to initiate and ensure comprehensive service to customers.</p> <p>Devising of behavioural contracts with customers.</p> <p>Arranging payment agreements with customers for current and former arrears.</p> <p>Deciding on extending agreements as appropriate.</p> <p>Making decisions regarding emergency accommodation, protecting property in emergency situations.</p> <p>To investigate low level complaints and liaise as necessary with internal and external agencies in order to resolve this.</p> <p>Providing information affecting decisions at ASB meetings, Case Conferences (child protection) including submitting factual reports about past and present tenancies/ incidents and making up to date assessments.</p> <p>Expectation that staff are able to make 'on the spot' decisions especially when working with individual customers and when management cover may be by phone rather than on site. Service is 365 days per year including accepting EDT emergency placements</p> <p>Responsible for health and safety of self, colleagues and building</p> <p>Responsible for all statistical recording</p> <p>Policies and Guidelines are available for consultation</p> <p>Staff are guided by legislation -Primarily Children Act 1989, Housing Act 1996, Crime and Disorder Act 1998 regarding offending behaviour and sharing of information / granting access to Police, Safeguarding and also by internal policies and procedures.</p>
7.	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(Not budget, and not including desktop equipment.)</i></p> <p><u>Description</u> Collect rent monies, requisition and pay into CYC accounts all monies collected. Management of petty cash</p> <p><u>Value:</u> Generally responsible for amounts of £500 to be banked but depends on rents paid.</p> <p>Responsible for pool bike  <i>In addition responsible for general condition and security of the hostels and grounds.</i></p>

8.	<p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands:</b> To contribute to targets</p> <ul style="list-style-type: none"> <li>• Outcome and output targets</li> <li>• Prevent / relieve homelessness</li> <li>• Reduce number of households living in temporary accommodation</li> <li>• reducing rough sleeping</li> <li>• No young people 16 and 17 in B&amp;B</li> <li>• Reduce / mange voids,</li> <li>• Rents (current and former)</li> <li>• developing future, relevant targets in the service.</li> </ul> <p>Deadlines – time limited provision of accommodation at relief stage (Homeless Reduction Act 2017), management of support plans, paying in, signing customers up, internal mail, housing benefits, notices, court papers, voids including cleans, repairs, rent arrears, emergency placements. Most significant deadlines regarding statistics , budgets, rents and voids are monitored monthly with quarterly reporting to senior managers.</p> <p>Need ability to work unsupervised and at own initiative.</p> <p>Proactive and reactive role meaning that daily and hourly demands for work which is not planned into the day.</p> <p>Work with customers who are under a high level of stress or have mental health problems, substance misuse etc.</p> <p>Difficult to provide support to customers when they have received negative decisions from other departments i.e. intentionally homeless.</p> <p><b>Shifts:</b> Staff are required to work shifts / unsociable hours / weekends and bank holidays. Shift patterns will change depending on hostel requirements. Standards shifts / working hours vary between hostels</p> <p><b>Physical demands:</b> Some lifting and bending, significant / daily standing. Required to change locks, type, clean, some staff drive and computer work. Catering / cooking for residents, void rooms, move furniture</p> <p><b>Working conditions:</b> Primarily hostel based including individual work with customers, group work, computer groups, cookery and catering, carry out room checks in cold/hot/dirty/dark conditions, work with potentially violent customers, customers with mental health problems. Isolated working within a hostel setting.</p> <p><b>Work context:</b> many customers present with high risk factors – history of offending, arson, violence and aggression, mental health problems, learning difficulties, drug and alcohol issues, history of domestic violence or abuse, sex offenders, and risk of post holder being subject to abuse (primarily verbal but with threat of physical) is high as there are numerous occasions when staff re involved / witness to volatile explosive</p>
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	<p>situation or working with high risk customers. Additional low risk from physical injury (eg needle stick injury).</p>
<p><b>9.</b></p>	<p><b>KNOWLEDGE &amp; SKILLS</b></p> <p><b>Required:</b>          Computer skills          Knowledge of the specific issues facing young people / people with mental health and substance misuse issues.          Knowledge of homeless and housing/tenancy knowledge          Knowledge of principles and benefits of education and group work          Literacy and numeracy skills,          Telephone skills, interpersonal skills, diplomacy, tact, sensitivity and objectivity.          Risk assessment awareness, prioritisation, life skills, ability to make decisions based on complex situations in a potentially volatile situation.          Work in a proactive manner, use own initiative and work as a team.          Understanding of housing management          Knowledge of welfare benefits system          Food hygiene certificate required (training provided)          First aid (training provided)</p> <p><b>Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1</b> - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.</p> <p>This post requires the post holder to undertake a Basic Criminal Record check via the Disclosure and Barring Service.</p>
<p><b>10.</b></p>	<p><b>Position of Job in Organisation Structure</b></p> <pre> graph TD     A[Job reports to: Resettlement Team Leader] --- B[THIS JOB Hostel Support Worker]     A --- C[Other jobs at this level; Temporary Accommodation Support Workers]     B --- D[Jobs reporting up to this one: None]     </pre>