



Post title	Unit Warden (shift worker)
Division / Section	Homelessness and Housing Support/Temporary Accommodation
Department	Safer and Stronger Communities
Responsible To	Housing Supervisor
Number of post holders	48
Acting up/ Secondment	0

Purpose of Job

To clean and prepare temporary accommodation properties for people who are homeless.

Provide Property Management and Support Services for people who are homeless.

To give advice and support, to signpost relevant services for clients and to assist them gain long term skills to maintain a tenancy

MAJOR TASKS/JOB ACTIVITIES

Prior to Occupation

Clean and prepare furnished temporary homelessness accommodation to a high standard within specified timescale

Ensure that the accommodation is made clean and tidy and adequately stocked and prepare an inventory.

Liaise with contractors and utility companies carrying out any outstanding repair work.

On Occupation

Assist in the support and re-settlement of homeless persons and offer basic housing advice.

Following induction and risk assessment, show accommodation to new arrivals and obtain signature for inventory, supply household with keys to property and client is familiar with all appliances within accommodation.

Inform the client of local services such as doctors, schools, support groups, benefits agency and others as required.

Give general advice and assistance as required with a view to settling the household into the temporary accommodation.

During Occupation

Arrange for necessary repairs or breakages when carrying out regular check, and organise and accompany contractors and tradesmen to complete any work.

Ensure that premises are still being occupied and that all conditions of occupancy are being complied with.

Post Occupation

Gather any articles left behind by the household in line with procedures.

General

Ensure the cleanliness of stairways, passageways and ensure garden maintenance is being carried out (10%).

Monitor CCTV.

Supervision and Management of People (Numbers and type of staff)

None.

Creativity and Innovation

Problem solving skills, which require innovative and imaginative responses, to deal with issues that may vary in complexity. reacting to situations created by a client group who have issues ranging from drugs, alcohol, mental health etc, Within the guidelines of SSSC and utilise skills to deal with evening, weekend and nightshift emergencies without supervision or reference to a higher authority, deal with all situations and applying decisions.

Creativity in report writing on homelessness IT system & daily log books.

Contacts and Relationships

Make and maintain strong and effective relationships with local services and support providers to deliver advice to clients who may have issues such as drug, alcohol dependency, mental health impairment/illness which will require sensitivity and tact to deescalate emotive/contentious situations ensuring that customers have access to the help and support to improve their quality of life.

Provide daily housing support, advice and assistance to on-site customers on a 24 hour basis.

Accept bids for Housing and place bids on Key to choice system, give receipt and ensuring case notes are updated on homelessness IT system.

Respond to complaints from neighbours regarding occupant / from residents and escalate as appropriate to Housing Officer/make decisions out of hours i.e. exclusion from service.

Assist and advice clients of skills to set up a new home, sourcing benefits and furniture.

Face to face contact is made regularly with clients in temporary accommodation to provide advice and support, to provide and obtain information, issuing verbal warnings where appropriate.

Contact with outside agencies i.e. social work/support worker and other Council staff as required, for example advising Housing Officer or other support provider/ person on any issues relating to vulnerable people and their ongoing support, and liaising with Council staff to organise repairs.

Decisions (Discretion)

As staff work unsupervised out-with normal working hours. Staff will make decisions on the following:

- Neighbour complaints/disputes
- Threats of violence to staff and residents
- Attend evictions from the unit and transfer of accommodations.
- Refusal of entry/exclusion from building
- Contribute towards the decision of accepting referrals; this decision is taken along with the Out of Hours service.

Procedures are in place to assist with Lone Working and to provide direction on all tasks undertaken within the unit.

Decisions (Consequences)

The decisions made effects or impacts on the wellbeing and safety of vulnerable homeless households and colleagues.

Contribute to effective re-housing / resettlement of clients.

Resources

Responsible for the property management of the Unit (medium building) out-with normal working hours, which includes compliance with Health and Safety and ensure the building is secure.

Responsibility for the wellbeing and safety of residents at all times within policy & procedures.

Environment – Work Demands

Will be expected to work shifts and post is based in a residential accommodation setting, working independently and provide continuous supervision to a group of clients with particular support needs, and balance this with the need to deal continually with problems, queries and interruptions,

Work is planned to an extent and is subject to the demands of the clients e.g. telephone ringing by case workers and clients, visitors to the unit, clients entering/exiting the unit, reacting to situations created by a client group who have issues ranging from drugs, alcohol, mental health etc.

Requirement to stock and clean properties

Cover duties at other units at short notice.

Property Management duties are a mix of planned and responsive tasks.

Carry out Housing Support tasks with residents.

Environment – Physical (20-30%)

Physical effort is required and involves bending, crouching, lifting, lowering, standing, stretching, climbing stairs.

Physical effort required on a daily basis, e.g. moving beds, furniture, cookers, washing machines, receiving stock etc.

Environment – Working conditions (20-30%)

Contact with clients who may have issues such as drug, alcohol dependency, mental health impairment/illness.

Cleaning properties involves working under dirty conditions and requires a risk assessment. There is a risk of blood borne viruses via body fluids, sharps, skin infections and viral infections.

Environment – Work Context

On site tasks and unsupervised working poses additional challenges. Deal with vulnerable households who often have additional needs and the job demands a high degree of emotional resilience. Often giving unwelcome news/information i.e. NTQ, unsuitable bids, cleanliness of properties and neighbour complaints/disputes increases the potential for threats of violence to staff and residents.

Knowledge and Skills

Post holder requires a good standard of practical knowledge and skills in the area of activity of homelessness and specific support services. To direct clients to services that best suits their needs.

1. To have or acquire close connections with local support services
2. Have or willing to work towards SVQ 2 in Health and Social Care.
3. Cleaning experience.
4. Public contact experience.
5. Ability to deal with people who show challenging behaviour.

6. Ability to liaise with external agencies.
7. Ability to deal sensitively with vulnerable clients.
8. Ability to work without supervision.
9. Knowledge of manual handling & lifting.
10. Positive customer care skills.
11. Strong team working skills.
12. Effective verbal & written communication skills.
13. Ability to use initiative.

The above is not an exhaustive list but more a general indication of requirements for the post

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).