

POST TITLE	MOBILE WARDEN
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	HOUSING SUPERVISOR - DISPERSED
NUMBER OF POST HOLDERS	22
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

To clean and prepare temporary accommodation properties for people who are homeless. To provide housing and other property management related advice and assistance to people residing in Council temporary accommodation.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Prior, during and post occupation

- Clean and prepare temporary homelessness accommodation to a high standard, ensuring it is appropriately furnished and adequately stocked within a specified timescale (50%)
- Liaise with contractors and utility companies to carry out any necessary repair work.
- Prepare an inventory.
- Undertake induction and risk assessment, show accommodation to new tenants, obtain signature for inventory and supply household with keys to property.
- Ensure the client is familiar with all household appliances within the accommodation.
- Supply appropriate information regarding the conditions of occupancy to be followed while staying in the temporary accommodation.
- Give general advice and assistance as required with a view to settling the household into the temporary accommodation.
- Inform the client of local services such as doctors, schools, support groups, benefits agency and others as required.
- Carry out regular support visits to clients and provide support and advice as required.
- Undertake regular checks of the properties, noting any breakages or repairs or other areas of concern.
- Arrange for necessary on-going repairs and accompany trades people to complete work in occupied properties.
- Ensure that premises are still being occupied and that all conditions of occupancy are being complied with.
- Respond to complaints from neighbours regarding occupant / from residents and escalate as appropriate to Housing Officer.
- Report any concerns to Housing Officer.
- Check the contents of the accommodation against the inventory.
- Pack and store any articles left behind by the household in line with procedures.
- Carry out van maintenance, safe load carrying, safe driving practices and ensure first aid box replenishment.
- Ensure case notes are updated on homelessness IT systems.
- Adhere to the SSSC standards and National Care Standards.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Problem solving which requires innovative and imaginative responses is required to deal with issues that may vary in complexity e.g. dispute resolution between residents, dealing with challenging behaviour.
- Creativity in report writing on homelessness IT systems & reporting to Housing Officers.
- 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 other Council staff as required, for example advising Housing Officer or appropriate person on any issues relating to vulnerable people, and liaising with Council staff to organise repairs.
- Deal with early stages of neighbour complaints/disputes.
- Attend evictions and transfer of accommodations.
- Contact the police and other authorities as required, e.g. Social Work, Health services etc.
- Raise child or adult protection issues through the appropriate channels
- Decisions are made in conjunction with manager.
- The decisions made by the Homelessness Wardens effect/impact on the wellbeing and safety of vulnerable homeless households and colleagues within the temporary accommodation. e.g. Health and Safety.
- Decision making contributes to effective re-housing/resettlement outcomes.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Work is planned to an extent and is subject to the demands of the service e.g. reacting to situations created by a client group who have issues ranging from drugs, alcohol, mental health etc.
- Requirement to stock and clean properties and use appropriate machinery i.e. carpet cleaners. (50%)
- Cover duties at the managed units and elsewhere at short notice.
- Carry out housing management and support visits.
- Physical effort is required and involves bending, crouching, lifting, lowering, standing, stretching and kneeling.
- As the post requires manual handling there is physical effort required daily e.g. moving beds, furniture, cookers, washing machines etc. (50%)
- Will come into contact with clients who may have issues such as drug, alcohol dependency, and 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 spills, sharps, skin infections and viral infections.
- On site visits and lone working poses additional challenges.
- Deal with vulnerable households who often have additional needs, this demands a high degree of emotional resilience.
- Staff work away from the office, during adverse weather this can affect time management and increases the environmental risks, e.g. heavy snow.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

None

RESOURCES

Responsibility for ensuring properties meet health and safety standards, comply with relevant legislation and meet the required standard for occupation.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).