POST TITLE	**UNIT WARDEN (SHIFT WORKER)**
DIRECTORATE	**PLACE**
SERVICE	**HOUSING AND HOMELESSNESS**
RESPONSIBLE TO	**HOUSING SUPERVISOR**
NUMBER OF POST HOLDERS	**48**
ACTING UP/ SECONDMENT	**NO**

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.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Prior, during and post occupation

- Clean and prepare furnished accommodation to a high standard within a specified timescale and ensure that it is adequately stocked and prepare an inventory.
- Liaise with contractors and utility companies carrying out any outstanding repair work.
- Assist in the support and re-settlement of the service user and offer basic housing advice and general advice on local services such as doctors, schools, support groups, Department of Work and Pensions.
- Following induction and risk assessment, show accommodation to new arrivals and obtain signature for inventory, supply keys to property and ensure client is familiar with appliances within the accommodation.
- Arrange for repairs or replacement of breakages when carrying out regular checks and organise and accompany contractors and tradesmen to complete any work.
- Ensure that the accommodation is occupied by the client and that conditions of occupancy are being complied with.
- Gather any articles left behind by the client in line with procedures.
- Ensure the cleanliness of stairways, passageways and ensure garden maintenance is being carried out (10%).
- Monitor CCTV.

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

- Problem solving skills, which require innovative and imaginative responses, to deal with issues that may vary in complexity.
- Within the guidelines of SSSC - 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.
- Post holder requires a good standard of practical knowledge and skills in the area of activity of homelessness and specific support services.
- Have or willing to work towards SVQ 2 in Health and Social Care. Cleaning and public contact experience.
- Knowledge of manual handling & lifting.
- Positive customer care and team working skills.
- Effective verbal & written communication skills.

- Ability to use initiative.
- 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 homes and place bids on the Key to choice system for clients, give receipt and ensure case notes are updated on homelessness IT system.
- Respond to complaints from neighbours and residents regarding client and escalate as appropriate to Housing Officer or 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 with clients in temporary accommodation to provide advice and support, provide and obtain information and issue verbal warnings where appropriate.
- Manage and respond to threats of violence to staff and residents.
- Attend evictions from the unit and transfer of accommodation and belongings.
- Refusal of entry/exclusion from building.
- Contribute towards the decision of accepting referrals; this decision is taken along with the Out of Hours service.

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

- 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.
- 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. (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. (20-30%)
- On site tasks and unsupervised working poses additional challenges. Deal with vulnerable clients 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.

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

None.

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.

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.