

Supported Housing Assistant Care and Support (C&S)

Overview	
Role Purpose	<p>Care and Support (C&S) aspires to be the leading provider of supported housing within NHG's geographical footprint, playing a key role in reducing the challenges our customers face.</p> <p>The Supported Housing Assistant is a key part of our team of frontline staff, assisting Supported Housing Officers to deliver safe, caring, and high-quality services to our residents. You will provide an excellent response to vulnerable residents, working from the scheme itself. You will conduct wellbeing visits, ensure new residents settle in, helping with day-to-day issues on the site and use your passion and enthusiasm to facilitate a connected community where people want to live.</p>
Responsible for	Deliver a responsive onsite service, looking after communal facilities, first line housing management and delivering customer service of the highest standard.
Reports to	• Supported Housing Officer/Housing Delivery Manager
Line management	• None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	C&S Housing Colleagues, Regional Business Managers, Extra Care Managers (applicable to extra care patches), repairs and finance colleagues.
External	Customers, contractors, family members, Local Authority Housing and Adult Care Services, support providers, voluntary and community based organisations as well as other partner organisations.
Role accountabilities	
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Person-centred housing delivery	
You will provide a direct service to customers encompassing:	
<ul style="list-style-type: none">• Welcoming new customers to the service, including a personal meeting in their home, ensuring any issues are sorted out and their level of customer satisfaction is increased and maintained.• Undertaking regular welfare checks and health and safety checks in line with the local policy to ensure that customers are safe/secure and happy in their homes.• Following risk assessments and person-centred plans as appropriate.• Identifying customer support needs and signposting customers to the right service to address those needs	

- Reporting any concerns, you have for resident welfare to the Supported Housing Officer or Housing Delivery Manager as appropriate.
- Working with customers, family, and stakeholders where appropriate to understand their needs and desires for the future.
- Dealing with complaints, ASB, conducting health and safety checks in line with NHG policy.
- Monitoring the work of contractors and feeding into contract management frameworks to ensure continuous improvement.
- Work collaboratively and creatively with internal colleagues and external partners to deliver excellent services.
- Liaise with those providing care and support to your customers to ensure that the housing management delivered fully supports the compliance of contracts with external partners and any applicable regulations such as CQC Regulations.
- Promoting awareness and delivering on our safeguarding principles and policy
- Coordinate and where appropriate deliver on-site activities which enrich the lives of our customers.
- Always keeping your promise to tenants by getting back to them within agreed timescales and tasks.
- Appreciate the contribution residents bring to their neighbourhood by engaging with residents on estate inspections, neighbourhood planning and improvement plans.
- Attend multi-agency meetings as required.

Property management

- Report repairs, both in communal areas and those that customers identify in their own flats.
- Supporting customers to fulfil tenancy and other housing obligations ensuring they fully understand their rights and obligations as set out in tenancy agreements
- Maintain communal areas enabling customers to make best use of these spaces.
- Promote the use of the communal areas by voluntary groups that enhances the housing service for our customers, in line with their expressed wishes
- Administer the use of the hair salons, therapeutic rooms, communal baths and toilets where applicable.
- Managing on-site facilities e.g. laundry, guest rooms in accordance with NHG policy
- Provide access to contractors (and the handyperson where applicable)
- Ensure that entry and exit points are regularly monitored and that communal facilities remain secure.
- Ensure the communal areas are clean and inviting for customers and visitors at all times.

- To work to ensure the gas compliance performance for the patch is always maximised and to ensure access is obtained within the required timescales.
- Follow up on actions required from Fire Risk Assessments (FRA) in agreed timescales and update the FRA held on site when actions complete.
- Assist in ensuring void properties are ready to let to our “void standard” as quickly as possible including specifying work orders on standard voids.
- Always follow the lettings procedure ensuring an effective audit trail.
- Use your personal knowledge of residents to ensure effective support is offered to maximise income and sustain tenancies.
- Where required, ensure that service level agreements with partner organisations are maintained.
- Always follow the rent and service charge policy and procedures to ensure an effective audit trail is in place

Team working

- Manage service risk by working with your manager and team to share information, report concerns and develop effective risk mitigation plans; support colleagues and managers to respond appropriately to emergencies.
- Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems.
- Participate in rotas that ensure customers have access to support when they need and want it and that there are appropriate levels of staff cover at your service.

General

- Raise purchase orders as needed to support the service you provide and ensure the purchase orders are fulfilled.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> • Experience providing a customer focused service, providing support to customers with similar needs to those within the post's remit, in a social care or social housing environment. • Good working knowledge of the service's customer group • Experience working alongside multiple teams/agencies 	NA
Skills	
<ul style="list-style-type: none"> • Strong interpersonal skills; friendly, approachable, professional • Clear, concise, and accurate written and verbal communication skills • Able to maintain sensitive information appropriately • Able to apply relevant legislation, policy, and best practice • Effective IT skills including basic MS Office skills 	
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> • Essential: Numeracy and literacy skills equivalent to NVQ2 qualification 	Social care or similar qualification/accreditation relevant to the customer group at the service.

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a colleague level expectation level and therefore you should refer to the colleague level expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none"> • Enhanced DBS Disclosure certificate issued by the Disclosure and Barring Service (DBS)
	<ul style="list-style-type: none"> • Information/Data User (all staff)