

Job Description

1. JOB DETAILS

Job Title:	Support Worker (Housing Support)
Location:	North/East/West
Team/Directorate:	Care SBU
Responsible To:	Very Sheltered Housing Manager
Responsible For:	Cooks, Cleaners, & Development Assistants
Indirectly Responsible For:	All staff within the service in the absence of VSHM

2. JOB PURPOSE

Delivery of an efficient Housing Support and Housing Management service to ensure that the service meets all requirements of Care Inspectorate registration and The Scottish Housing Regulator Standards.

3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Duties and Responsibilities

- Deliver an efficient and effective housing support service. Develop and adapt the service as required to accommodate the different needs of customers.
- Provide, in partnership with your manager, the smooth, effective delivery of a housing management service.
- In the absence of your manager manage the delivery of Catering Service that adheres to Environmental Health regulations
- As a lone worker you ensure that the building is effectively managed to ensure the safety and security of our customers.
- Good partnership working with other colleagues in Hanover such as the Communications Team, to help with all aspects of customer services.
- Contribute and support the implementation of the Hanover Delivery Plan to achieve the strategic objectives of Hanover which are Happy Customers, Desirable Homes and a Resilient Organisation.

3.2 Key Relationships – Internal & External

Internal

- Develop and maintain good relationships with customers.
- Accept support and guidance from Housing with Care Manager, Very Sheltered Manager, and Team Leader.
- Accept support and guidance from other team members and Hanover colleagues.
- Accept support and guidance from the Care Manager.
- Finance department – to work in partnership with your manager & the finance department so that all budgets are maintained within their limits.
- Asset Management - to work in partnership to report any repairs and maintenance that are required.

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- Communication department – to work in partnership regarding all effective communication from the Hanover is passed on to our Residents.
- HR department -Work in partnership to ensure that all your HR information is correct and adhering to all policies.
- Customers – to ensure that you deliver an efficient and effective Housing Support & Housing Management service that meets the current and future needs of our residents.

External

- Develop and maintain relationships with Customers' families.
- Work with and maintain relationships with external agencies including contractors, GPs and health and social care professionals.
- Work with and assist external stakeholders involved in the provision of Hanover housing support and housing management services.
- Assist and develop relationships with visitors, promoting the service to them and others.

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Hanover.
- Complete online training as and when required.
- Take reasonable care for your health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and always adhere to Hanover's policies.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Hanover departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

3.5 Other

- Apply the Hanover values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Adhere to any relevant codes of practice for the role.

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JOB TITLE

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Registration with the SSSC within 6 months of commencing post and having or attaining SVQ 2 Health & Social Care to maintain registration.	SVQ3 Health and Social Care Food hygiene Elementary
Experience	Demonstrable experience in a housing service or care setting	Demonstrable experience in a housing support service
Knowledge	Awareness of Health and Social Care standards Awareness of SSSC codes of practice Awareness of person-centred support planning.	Awareness of Cooksafe and food hygiene Awareness Of COSHH Awareness of Dementia
Skills	Basic communication skills both written and verbal. Basic IT skills with awareness of Office 365 suite. Basic Customer Care skills Basic numeracy skills. Basic Teamworking skills	Basic cooking skills. Awareness of conflict resolution.
Personal attributes	<ul style="list-style-type: none"> • Aligned to Hanover Values: • Show Respect • Be Accountable • Promote Collaboration • Support Inclusion • Behave honestly at all times. • Strive for excellence. • Empathise with the customer along their journey. • Be professional at all times. • Demonstrate courage in making decisions and challenging where appropriate. • Enable and empower others. • Adopt transparency in your approach. • Challenge wrongdoing and enlist appropriate support. • Demonstrate an active willingness to change. 	

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	<ul style="list-style-type: none"> Value all members of the team as individuals <p>Seek help and guidance if things are not going to plan</p>	
Additional requirements	<p>Lone working, ability to undertake shift working including early, late and sleepovers to meet the needs of the service.</p> <p>Limited travel requirements (unless designated as a mobile worker) for training and to provide essential cover in emergencies.</p>	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

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