

ARK HOUSING

JOB DESCRIPTION

JOB TITLE:	Assistant Support Officer
LOCATION:	Homeless Services, Belfast
ACCOUNTABLE TO:	Chief Executive
REPORTING TO:	Homeless Services Manager
RESPONSIBLE FOR:	Client Families

JOB PURPOSE:

To ensure the delivery of a comprehensive temporary accommodation and support service for vulnerable homeless families on a night time basis and to provide for the delivery of high quality services to our clients in accordance with the strategic objectives of Ark Housing.

MAIN TASKS:

Providing Quality Accommodation and Support Services

To establish and develop a professional relationship with residents so as to respond to their accommodation and support needs

To ensure the implementation of policies and procedures which provide for the security and safety of all residents, buildings and equipment

To ensure delivery of high quality, temporary accommodation and support services to our client group, including the supervision of facilities and provision of supplies and equipment as required

To monitor the provision of accommodation and support services provided, including assisting in the maintenance and up keep of the facilities

To ensure the implementation of effective monitoring systems in respect of Health & Safety, Fire Evacuation procedures and other relevant matters

To liaise with after hours agencies, statutory authorities, emergency services, voluntary/community groups as required

To ensure the delivery of services in accordance with Ark Housings' standards of service

Quality Assurance

You shall contribute to the development of service improvement initiatives through the promotion of Best Practices, innovations and ideas

You shall ensure the highest achievement of customer satisfaction standards possible through a range of available options

You shall promote innovative and creative approaches to your work in a framework of continuous improvement and in accordance with the principles of Best Value

Administration

To ensure that administration systems are effective and efficient

To plan and manage your own workload in a professional and effective manner

To ensure that all policies and procedural guidance is adhered to in the completion of all administrative tasks

To ensure that all Legislative requirements are complied with e.g. Data Protection, Child Protection, Equality, Human Rights, Health and Safety requirements

To contribute to and assist in the effective management and administration of the family centre

To ensure that all casework and associated files, reports, statistics etc. are maintained in an efficient and effective manner

Representation

To represent Ark Housing at meetings, interviews, seminars, conferences, training events in a positive and effective way

To develop credible relationships with external agencies and organisations and ensure appropriate liaison arrangements for your clients.

Ensure the professional representation of Ark Housing at all times

Communication

To ensure that you communicate effectively both internally and externally with residents, colleagues, agencies and others

To ensure that you provide effective reporting both verbally and written as required

That you ensure confidentiality is maintained at all times

Ensure that all your work is maintained and communicated in accordance with the standards expected by Ark Housing

To ensure the effective use of all available resources including IT provision and other communication systems

Ensure the provision of statistical information, returns, reports, log books or registers as required

Contribute to the development of effective communications systems and management of them accordingly

Any Other Duties

The nature of this post is such that this Job Description cannot be prescriptive. It is a requirement that the post holder will demonstrate a high level of flexibility and responsiveness to changing circumstances and work demands of the service. The post holder will be expected to carry out any other duties as directed, which are considered reasonable and in accordance with the general duties and responsibilities of this post

WORKING ENVIRONMENT:

Due to the nature of the homeless accommodation services, staff maybe required to work in other locations depending on service demands

HOURS:

This post is a part time position. The hours of work are based on a rota system to provide night time cover within the Family Centre. Staff are expected to be flexible in their approach to the provision of the rota and will be expected to facilitate the over all effective management of the service

You will be required to work customary/public/statutory holidays, weekdays and weekends as necessary to facilitate the demands of the service

HOLIDAYS:

Holidays would normally be 20 days, rising to 25 days after 5 years service, on a pro-rata basis.