

ARK HOUSING

JOB DESCRIPTION

JOB TITLE:	Homeless Support Officer
LOCATION:	Moyard House, Belfast / Roseville House, Belfast
ACCOUNTABLE TO:	Chief Executive
REPORTING TO:	Homeless Services Manager
RESPONSIBLE FOR:	Relief Staff, Domestic Staff, Students

JOB PURPOSE:

To ensure the delivery of a comprehensive temporary accommodation and floating support service for vulnerable homeless families 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 Floating Support Services

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

To ensure delivery of high quality, temporary accommodation and support services to our client group, including support needs assessments and intervention programmes, the issue of stores, 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 participate in case work management and ensure the implementation of effective monitoring systems

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 contribute to the development of a performance management programme to ensure the delivery of a high quality service to our service users

You shall ensure that appropriate arrangements exist to encourage and promote the participation of service users in the establishment, monitoring and review of the service

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 government's principles on 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 project

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 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

That you ensure all casework 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, and reports 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:

Homeless Support Staff shall normally be required to work at Roseville or Moyard House and to travel to service users accommodation within the community. Staff accommodation will be provided to enable 'sleep in' arrangements if required. Because of the nature of the service, staff maybe required from time to time, to work in other locations depending on service demands

HOURS:

Hours would normally be 37 per week (part-time – variable hours maybe available). The Post holder will be required to work on a rota basis to provide daily cover on week days and weekends

HOLIDAYS:

Holidays would normally be 20 days (pro rata), rising to 25 days after 5 years service, plus 13 customary holidays