seaview
practical services for complex lives

Job Description

Job Title:	High Banks Housing Worker
Responsible To:	Seaview Project Housing and Homelessness Manager
Annual Salary:	£27,014 per annum
Hours:	37.5 hours per week
Holidays:	25 days per year + statutory days pro rata
Pension:	NEST scheme 4% contribution
Closing date	9th November

Purpose

Seaview is delighted to be opening High Banks, a new supported living service for rough sleepers, providing off the street accommodation where people can live under a temporary licence agreement while they explore options for long term accommodation.

The Housing Management team will exclusively focus on the tenancy and estate management, providing both the basic and intensive housing management required to maintain health and safety, ensure regulatory compliance, provide tenancy related information, organise and monitor tenancies and resolve tenancy related issues.

Key Activities

- Develop and maintain effective, professional relationships with former rough sleepers, onward referral support worker and partner agencies to facilitate best possible outcomes.
- Liaise with RSPaR, HBC and other statutory and commissioned services as appropriate
- Respond to referrals made to High Banks, triage for suitability and assess the housing and support needs on an individual basis.
- Complete appropriate applications to ensure placement eligibility and authorisation.
- Assist individuals with housing benefit claims, tenancy budgeting and referring to specialist advisors or support services to meet support needs.
- Complete room turnover and domestic duties in line with housing management functions.
- Carry out building, estate and room inspections.
- Ensure that occupants understand and comply with their licence agreement, their rights and obligations.
- Ensure tenancy breaches are investigated and reported appropriately in line with the operational procedure.
- Carry out health and safety audits.

- Oversee rent and service charge arrangements and maintain accurate records.
- Liaise and mediate with the partner services and neighbours when required.
- Risk plan and assess dynamically and consistently, keeping everyone safe.
- Ensure risk assessments and tenancy sustainment plans are reviewed regularly.
- Provide tenancy compliance reports.
- Ensure that all safeguarding, incidents and developing risks/hazards are reported appropriately, in accordance with policy and regulatory practice and in a timely manner.
- Deal with challenging situations with understanding and professionalism.
- Ensure the targets and aims of the project are met, completing all required monitoring records. effectively and efficiently, and that the highest possible professional standards underpin the work.
- Ensure that policies and procedures are always followed.

- **General Terms of Reference**

- Seek to improve personal performance.
- Active participation in appraisal, training and supervision processes is expected.
- Keep abreast of developments in services and practice relevant to the client group.
- Keep the Housing Co-ordinator fully apprised of all progress and concerns.
- Contribute to maintaining safe systems of work and a safe environment.
- As part of the generic team approach, be prepared to work in other areas of Seaview Project services as required.

• Person Specification

- A minimum of one year working with homeless people with complex needs
- A positive and self-motivated approach to the work
- A good understanding of issues around homelessness
- Knowledge of Housing legislation, the welfare benefit system and the issues affecting rough sleepers
- Knowledge of Mental Health, Substance Misuse and Domestic Abuse services and the wider system, legislation and practice
- Ability to develop and maintain working relationships with local partner organisations
- Report writing and project monitoring and recording skills
- Commitment to working in accordance with Housing First principles.
- Ability to time manage and organise own workload
- Ability to manage risk and knowledge of safeguarding principles
- Working knowledge of Data Protection including GDPR
- Working knowledge of safeguarding

- Commitment to working to the Seaview in accordance with Seaview's Values.
- Ability to work on own initiative and as part of a team
- Ability to organise own workload and the workload of others
- Work in a Solution Focussed way
- Commitment to Diversity and inclusion
- A full driving licence is desirable

- ***This is not a contract of employment, and is not intended to be a comprehensive list of key responsibilities. It is a guide to the role, and will be subject to periodic review.***

- ***This position is subject to an Enhanced Disclosure check through the Disclosure and Barring Service .***