

# Job title: Housing Support Worker

Line manager: Team Manager

Grade (if applicable): C12

Direct reports: None



## Role purpose:

At Peabody we are committed to our customers living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless. In this role you would be supporting people to remain in their home and take an active part in the community.

## About the role:

As a housing support worker you will deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of our customers as well as helping them to reach their goals, to flourish and thrive. You will care about their human rights and protect these where they are challenged. This role is full of opportunities, and you will have a meaningful impact on our customers lives from day one.

## Key results:

- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with Peabody's policies and procedures and the requirements of stakeholders and funders.
- Supporting customers to develop their day to day household skills through teaching and practical support with cleaning, cooking, shopping, gardening and all other normal day to day activities in and around their home.
- Support customers with all parts of their daily lives, such as money and home management including finances to maximise their income and budgeting to cover domestic bills and living expenses.
- Helping customers reach their goals and live the life they want by giving them one-on-one support, guidance and coaching.
- Promote the integration of our customers into the local community and provide opportunities by which they will be enabled to develop skills and have access to the widest possible range of experiences.
- Support customers to sustain their housing and identify move on opportunities which meets their future needs.
- Participate in customer reviews, team meetings and training courses.
- Accurately input all client data onto an electronic monitoring system ensuring records are maintained to evidence key performance targets and comply with commissioner requirements.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns in accordance with Peabody's policies.
- Actively promote the remit of the service to a range of customers and other professionals as appropriate.
- Attend stakeholder and partnership events as required.
- Work as part of a team to achieve service objectives as identified by the contract requirements.
- Implement Peabody's equal opportunities policy as an integral part of all duties and observe the letter and the spirit of the policy at all times.
- Always maintain safe practice in accordance with Peabody's lone working policy.
- Promptly report any complaints, accidents or unusual incidents to the relevant person.
- Undertake any other duties as assessed by your Manager in line with the needs of the service.
- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
- Ensure that the tenants needs are met by liaising with other organisations providing access to community-based services and resources.
- To take an active part in tenant involvement and liaising with relevant groups.
- Participate and contribute to own appraisal and supervision sessions.

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- Attend appropriate training activities to maintain high standard of customer support and competence as agreed with your manager.
- Ensure all Peabody policies and procedures are followed in your day to day work.
- Liaise with other external agencies such as Benefit Departments, Local Authorities, Health professionals/agencies etc.
- Respect the confidentiality of the customers you support, other staff members and Peabody.

### **Success Metrics:**

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during the course of your work.
- Providing good outcomes for the customers you support ensuring successful move on from the service.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive at all times.
- Appreciate the importance of recording, maintaining and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging any discriminatory attitudes or practice.
- Know when and how to report an error, complaint or any concerns.
- Abide by and promote a positive health and safety culture, ensuring all activities are carried out in accordance with Peabody's Health and Safety policies and procedures.
- Adhere to the organisations Codes of Conduct.

### **About you:**

#### **You will be:**

- Committed to providing an excellent customer service – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal or external colleagues.
- Kind and empathetic and respect the individual characteristics and needs of the very diverse range of customers you will be dealing with.
- Passionate about being able to make a real difference in peoples' lives.
- Able to communicate effectively with customers, staff, and external agencies.
- Effective at report writing and have good IT literacy and can confidently use Microsoft Office including Outlook, Word, Excel, SharePoint and data entry systems.
- An effective team player working within allocated shifts on a rota basis including weekends.

#### **You will have:**

- An approachable manner and the resilience to cope with a busy, challenging, and emotive job.
- The ability to listen, be kind, do no harm, be useful, be curious and respect the dignity and diversity of the people you are working with.
- Experience of providing support to vulnerable people in the community or within a supported living environment either in a volunteering or professional role
- A strong desire to work with vulnerable customers to achieve positive outcomes.
- The ability and confidence to lone work and as part of a team.
- The ability to create good professional working relationships with our customers.
- Experience of working with vulnerable people and an understanding of safeguarding of vulnerable adults.
- Knowledge of Equality, Diversity and Inclusion for this client group and be able to challenge discrimination and stigma.
- Knowledge of Health and Safety in a supported housing environment.
- A DBS check result that Peabody is happy with.

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