| Role Structure | Accommodation Support Officer |
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| Directorate: | Community Wellbeing |
| Grade: | HC05 |
| Location: | Plough Lane |
| Responsible to: | Housing Officer |

# Job Description

# Accommodation Support Officer

**All Age Commissioning**

## Main purpose of the role

To provide accommodation support, advice and guidance to vulnerable clients with adult social care needs, across the county, ensuring support to maintain or move to appropriate accommodation in line with assessed accommodation plan, which maximizes independence.

To be a resource for and provide expertise to Community Well Being, Directorates, specifically All Age Commissioning and Adult social care operations and to provide advice on the accommodation needs of people with care and support needs.

To work within relevant current legislative frameworks such as the Care Act 2014 and the relevant housing legislation**.**

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To develop and ensure that care and housing pathways are agreed, in place and implemented between Adult Social Care Services and Housing Services and Providers. | * Daily |
| * To inform and support social care staff and others in the process of making housing applications then identifying and communicating service user’s needs. | * Daily |
| * To develop professional working relationships with key providers and ensure that the housing need for Community Wellbeing service users are met. | * Weekly |
| * To act as a resource to individual service users, staff and teams during times of housing crisis for individual service users and to actively work to find a housing solution. | * As Required |
| * To liaise with the Housing and Support Providers in maintaining a list of suitable housing vacancies and ensure that Staff and (where appropriate) service users are aware of these vacancies. | * Monthly |
| * To develop close working relationships on behalf of the Community Wellbeing Teams, with all relevant housing providers across Herefordshire. With a view to improving the range and volume of accommodation available to people with care and support needs. | * Daily |
| * To work across Community Wellbeing Directorate, raising awareness and providing information to staff and service users on internal processes, housing options and provisions. | * Weekly |
| * Actively participate in the other groups/meetings as required to ensure information is shared between professionals to enable the smooth transitions of service users between services. | * As required |
| * Working regularly with the quality assurance team and within quality assurance processes to report any concerns about the service and built environment, and on-going quality improvements to provider services | * Monthly |
| * Work with adult social care professionals, service users and their families when an individual is moving into their accommodation. | * Daily |
| * Hold a waiting list of vulnerable people who require accommodation. | * Monthly |
| * Value and encourage the contribution of service users and their advocates, relatives, carers and support workers where appropriate, to ensure that they are engaged in the accommodation process | * Daily |
| * Take responsibility for the administrative tasks associated with dealing with cases in accordance with service procedures, standards and targets. | * Daily |
| * Maintain up to date, accurate and timely records of communication, decisions, actions and outcomes relating to cases in line with processes, standards and systems of the Council. | * Daily |
| * Take responsibility for promoting and safeguarding the welfare of people who come into contact with the service, in full compliance with Council procedures. | * Daily |
| * Ensure compliance with policies and procedures of Adult Social Services, and those of any partner agencies, and that the service is always delivered in accordance with professional standards, policy and practice and the relevant statutory and regulatory frameworks. | * Daily |
| * Assist with monitoring and evaluating the effectiveness of the service and contribute to the development of service improvements through participation and involvement in local and central team meetings, supervision, training, conferences and other forums. | * Monthly and As Required |
| * Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager | * Daily |
| * Understand the budgetary framework to ensure people have access to services that meet their needs and are value for money. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * NVQ3 Qualification in related field, or equivalent qualification/experience | Essential | A |
| * Training in systems and procedures within a social care environment | Desirable | A |
| **Experience & Knowledge** | | |
| * Experience of working in a care environment or similar | Desirable | A, I |
| * Understanding of relevant * social care legislation, guidance and practice | Desirable | A, I |
| * Understanding of relevant housing legislation, guidance and practice. | Desirable | A, I |
| * Hands-on experience of and ability to use IT data and document systems. | Essential | A, I |
| * Knowledge of needs of vulnerable adults within the context of the job. | Essential | A, I |
| **Skills and Abilities** | | |
| * Excellent written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to members of the public and other staff members within and   outside the Council. | Essential | A, I |
| * Commitment and ability to apply the model of supporting choice and independence for vulnerable adults within the community. | Essential | A, I |
| * Ability to make sound decisions based on information gathered to meet defined outcomes and possess the judgement to seek advice where required. | Essential | A, I |
| * Highly self-motivated with the ability to work effectively on own initiative to challenging deadlines and work demands. | Essential | A, I |
| * Ability to work effectively and collaboratively as part of a wider, multi- disciplinary team to deliver to common objectives. | Essential | A, I |
| * Problem solving skills with a creative, flexible and sensitive approach. | Essential | A, I |
| * Commitment and ability to promote and safeguard the welfare of vulnerable adults. | Essential | A, I |
| * Ability to work flexibly and embrace mobile working to meet the needs of the service. | Essential | A, I |
| * Ability to develop and maintain good working relationships with service users, their families, carers and advocates, colleagues, external organisations. | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.