Housing Support Assistant

Job Description

Reports to: Team Leader Temporary Accommodation
Direct reports: N/A
Evaluation: **414** points
Grade: **N4**
Reference: **A5137**

Purpose

To assist in the provision of an efficient, safe and welcoming 24-hour temporary accommodation service to homeless households that meets its service and financial objectives. This job may include some driving duties undertaken on a voluntary basis, subject to appropriate checks.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To be the first point of contact for residents, visitors to the building, answering phone calls and providing a high level of customer service whilst performing reception duties.

2. Signposting customers to relevant departments internal and external to Newcastle City Council. This will include assisting vulnerable service users to access our services.

3. Provide basic information and advice to clients; for example, providing directions, locality information, contact details for services and access to interpreter services.

4. Assist with the throughput of clients in and out of the service to maintain the availability of temporary accommodation units; examples include preparing CTV flats for admission and discharge including thorough cleaning and moving furniture into flats, assisting with moving and transporting belongings. As well as supporting clients by providing services to meet individual need such as assisting with refuse disposal, accepting deliveries.

5. Contribute to the support and risk management of residents; examples include making welfare checks as directed by officers/management, noting client presentation and requests and passing that information on, sharing risk information with colleagues and reporting missing persons.

6. Complete relevant paperwork with residents, including explaining the purpose and uses of documents; examples include admission checklist, pre-risk assessment form and rent receipts.

7. Provide support to service users in the attendance of appointments and meeting other basic needs; for example, transporting or accompanying to appointments, as directed. Collection of prescriptions and shopping for urgent or non-standard items under management direction.

8. Accurate and timely recording and sharing with colleagues and management of incidents, contacts and messages and ensuring log and visitor books reflects day to day activity in the service.

9. To handle petty cash in accordance with Directorate and Authority financial procedures.

10. Assist clients to understand and manage the systems within the building and their property, completing minor repairs or adjustments where appropriate and which do not require trade skills: examples include and can be similar, but not limited to fixing blinds, resetting alarms, replacing child locks, adjusting door handles, cleaning blocked sink u-bends.

11. Check and record levels of stock supplies and inspection and reporting to management any issues with equipment, fixtures and fittings.

12. Recording information using various IT systems in order to demonstrate tasks completed throughout a shift. This would include documenting health and safety inspections of communal areas in the building, cleaning schedules and timesheets.

13. Receiving, recording and passing on information relating to rough sleeper reports and emergency homeless requests.

14. Monitor and respond to security issues both inside the building and its environs including anti-social behaviour, vandalism and intruders and liaising with the police when necessary.

15. Participate in the cleaning roster in and around the building according to the task schedule.

16. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.

17. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.