



MAN IN PLACE
INNOVATE ACCOMMODATE MOTIVATE

HOMELESSNESS WORKER (Nights)

JOB DESCRIPTION

A) ROLE

- Part of a team managing an emergency accommodation unit responding to individuals who find themselves homeless in the borough of Telford and Wrekin.
- Managing adjacent medium-term accommodation units
- Ensuring the personal safety and wellbeing of customers.
- Ensuring a high standard of accommodation
- Completion of necessary administration to facilitate customers' stays using Microsoft Office products
- Delivery of responsive assistance to customers to enable the achievement of their accommodation goals, thus preventing a return to homelessness and rough sleeping.
- Response to and liaison with Emergency Duty Teams from statutory agencies including decision-making around offers of accommodation
- Liaison with and signposting to local services and agencies, including Floating Support delivered through the Thrive partnership

B) TASKS

- Admit emergency referrals to accommodation in line with procedure
- Respond to telephone queries, referring to the On-Call manager as appropriate
- Build positive relationships of mutual trust with customers
- Ensure that the relational dynamics of the accommodation are managed to the benefit of customers and the local neighbourhood
- Assist customers to manage their stay safely and responsibly, and in accordance with the terms and conditions of accommodation
- Assist customers to maintain their accommodation to a clean and safe standard
- Assist customers to address and resolve personal challenges, including accessing responsive support and signposting to other agencies.
- Prompt customers to manage their individual health and wellbeing, to include personal hygiene, medication and dietary needs
- Carry out deep cleaning of rooms between occupants
- Carry out a daily property inspection to fulfil Health and Safety requirements.
- Record meter readings on a daily basis and report any concerns.
- Carry out weekly Health and Safety checks, to include fire safety checks, emergency lighting checks, heat detector checks, updating occupancy posters
- Carry out basic maintenance tasks such as changing locks, changing light bulbs, changing smoke detector batteries
- Respond to emergency maintenance issues and report other maintenance issues according to procedure
- Assist with recycling of waste and correct disposal of waste to ensure compliance with Health and Safety procedure including fire safety.
- Complete administrative tasks on a daily basis in accordance with company procedure, to include updating customer information logs, completing accommodation sign-up packs and movement or termination forms, receipting



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monies received from customers and completing entries in the staff communication book.

- Monitor, review and report on CCTV recordings on a daily basis.
- Respond to concerns around customer behaviour in order to ensure a safe environment for customers and staff.
- Fulfil any reasonable instruction as requested by your Line Manager or members of the wider Maninplace managerial team.

C) OUTCOME MEASURES

- Your assistance has enabled customers to sustain their tenancies
- You have built and maintained positive and inclusive relationships with customers
- You have built and maintained positive relationships with team members and other staff
- You have achieved and maintained high standards of cleanliness in the accommodation.
- Your administration and record keeping is accurate and timely.

D) FUNDING SOURCE AND OPERATIONAL INFORMATION

- This post is primarily funded by Telford and Wrekin Council to support their Emergency Duty Team. Funding streams are renewable on an annual basis. Therefore this post is available on a fixed-term contract initially until the end of the current financial year on 31 March 2018, and is renewable on confirmation of funding for further periods.
- The hourly rate is £7.50 rising to £7.86 on completion of the three-month probationary period.
- The hours for this post are an annualised average of 34 hours per week on a 4-on 4-off rota. Shift times are 2230-0830 including a 30-minute unpaid break.
- Any additional hours will be either authorised as overtime or time off in lieu by the service manager.
- Commencement of employment with Maninplace Estate Community Interest Company will be subject to a satisfactory check of the individual's Right to Work in the UK. Confirmation in post is subject to receipt of satisfactory references, a satisfactory Enhanced DBS check, and successful completion of a three-month probationary period.
- This post will be based at our emergency accommodation known as The Night Inn in north Telford.
- Although this post is based at one setting, the unsociable hours and occasional need to visit other Maninplace properties and transport customers means that it is essential for the post-holder to hold a full UK driving licence and have access to a car or other enclosed means of transport which is insured for business use.
- The relevant notice period for new employees applying to both parties is one week, rising to two weeks after two years' continuous service and increasing on a yearly basis thereafter in accordance with legislation.



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PERSON SPECIFICATION

ESSENTIAL

- Full UK driving licence and access to a car or other enclosed means of transport insured for business use.
- GCSE English and Maths at Grade C or equivalent qualification
- Computer literacy and familiarity with Microsoft Office products
- Experience of working (including volunteering) in housing, social care, community work or support.
- Experience of correct management of challenging behaviours
- Confident to address challenging behaviour and difficult situations appropriately, and to make swift, reasoned decisions that fit within the policy and procedure framework of Maninplace.
- An understanding of the complex issues likely to be presented by vulnerable people, including mental and physical ill health, sexualised behaviour, drug and alcohol abuse, anti-social behaviour and criminal offending.
- Experience of administrative tasks and record keeping
- Positive, non-judgmental, mature outlook
- Calm, non-confrontational demeanour.
- Effective communication skills, both verbal and written.
- An basic understanding of issues surrounding homelessness
- Ability to work with customers who may have disabilities or cultural sensitivities.
- Ability to communicate and work alongside external agencies.
- Ability to lone work safely and assess risk factors.
- Ability work both independently and as a member of a team.

DESIRABLE

- Qualification in Housing, Health, Social Care, Youth Work or security disciplines
- Qualification in ICT.
- Experience of providing advice and guidance
- Understanding of substance misuse, mental ill-health and the criminal justice system.
- Experience of using CCTV systems.