



**MAN IN PLACE**  
INNOVATE ACCOMMODATE MOTIVATE

# **HOMELESSNESS WORKER**

**(Days/Evenings/Weekends)**

## **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



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accommodation sign-up packs and movement or termination forms, receipting 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.
- The hourly rate is £7.86.
- The hours for this post will be between 08:30 & 22:30 and will include evening and weekend work.
- 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 south Telford.
- Although this post is based at one setting, the out of 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.



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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.