

Job Description

Job Title		Homelessness Hostel Support Officer			
Department		Housing		Function	Place Directorate
Team	Housing Advice Team	Post number	HO0396; HO0397	Grade	LBR 6
Reports to		Hostels Manager			
Responsible for (include people and resources)		To provide support to homeless people placed in the Council's Hostels			
Purpose of Job					
To provide support to homeless people placed in the Council's Hostels . To administer the smooth day to day operation of the hostels. To work a split shift pattern.					
Major duties and responsibilities					
<ul style="list-style-type: none"> • To assist the occupants and ensure that they comply with the hostel rules and regulations • To allocate rooms and ensure rooms are maintained to a good standard of repair and cleanliness. • To report any items of disrepair to the building to the Manager & relevant teams in the Housing Advice Centre. • To ensure that all hostel administration and financial reports are maintained to a high standard. • Carry out an inventory of furniture and fittings in rooms before and after allocation to homeless families. • To be responsible for the application of Health and Safety guidelines at the hostel as directed by the Manager/ relevant Officer at HAC. To notify the Manager/relevant Housing Officer of issues arising of a Health and Safety nature. • To monitor all relevant administrative equipment and cleaning materials necessary to maintain and run the hostel efficiently. • To provide incoming families with information sheets and rules governing residence at the hostel. • Homelessness • Deal with out of hours' referrals from the other agencies e.g. Police, Social Services. • Work as directed by relevant Housing Officer to meet specific client needs. <p>To organize the hostel facilities to the best possible advantage in the interest of the Council and the occupants, keeping the relevant Housing Officer advised of the date situation</p>					

Major duties and responsibilities continued

- Use of information technology for the above duties
- Deal with telephone enquires
- Hostel Support Officers are employed to work a rotating shift pattern at Redbridge hostels, which includes evening and weekend hours.

Equalities and Diversity

- Ensure that services are delivered in accordance with good equalities and diversity practice.
- Ensure that equalities and diversity is mainstreamed in your area of work.

People Management

- To instruct and monitor and provide hand over information to Security staff
- To instruct and monitor cleaner(s) in their day to day duties

Customer Care

- Promote good customer care practice in your work and ensure that services are customer focused.
- Ensure complaints are dealt with openly and fairly.
- Actively seek the views of customers and staff.
- Provide services that are fair and accessible to all.

General Clauses

- Take responsibility for continued self-development and participate in training and development activities.
- Ensure compliance with appropriate legislation, Council policies, Standing Orders, Financial Regulations, and other requirements of the Council.
- Comply with competencies and standards agreed by the Council as relevant to the post.
- **Ensure compliance with the Council's Equalities and Diversity policies.**
- Ensure compliance with Health and Safety legislation, Council and departmental Health and Safety Policies.
- Cover the duties of other staff as and when required.

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Major duties and responsibilities continued

- Attend meetings, work groups, etc. as required.
- Use of information technology for the above duties.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the Chief Officer within the grading level of the post and the competence of the post holder.

The Council operates a no smoking policy

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Person specification

Job Title	Homelessness Hostel Support Officer				
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<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2= less important</i>					
Selection Criteria				A - I - T	Weighting
Education and Qualifications:					
1. Educated to GCSE standard, or equivalent				A	2
Experience:					
2. Experience of working with a homeless / vulnerable client group or individuals.				A / I	3
3. Experience of Hostel and / or residential/resettlement work				A/I	3
Skills:					
4. Awareness of confidentiality and data protection issues				I	2
5. Excellent communication skills with vulnerable adults				I	3
6. Ability to empathize with homeless people				AI	2
7. Ability to work in demanding situations and to be firm and equitable to clients				I	3
8. Understanding of the wider social and economic climate and an understanding of the issues that Homeless people have to face.				A / I	2
9. Awareness of health and safety, equality of opportunity and diversity issues.				A / I	3
10. Computer literate and able to keep accurate records and written work.				A / I	2
11. Ability to work with people within a difficult environment and to work within a structured framework and as part of a team.				A / I	3
Knowledge:					
12. Knowledge of managing buildings including repairs working within a Team.				A	2
13. Knowledge of the welfare Benefits system				A / I	2
14. Knowledge of housing / homelessness issues				A / I	2

Other job requirements:					
15. Demonstrate a commitment / ability to work within an Equal Opportunities framework				A / I	3
16. Commitment to highest levels of service delivery				I	2
17. Effective interpersonal and communication skills ability to work with confidence, tact, diplomacy and courtesy				A/I	3
18. Ability to deal sympathetically with people and assist with practical issues				I	2
19. Ability to establish effective working relationships both within the Service and With outside agencies, groups and organizations.				I	2
20. Able to work within a shift Rota system that includes evening and weekend working				I	3