**ROLE PROFILE**

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| **ROLE TITLE** | Relief Worker | **ROLE CODE** |  |
| **DEPARTMENT** | Communities | **SECTION(S)** | Supported Housing |
| **RESPONSIBLE TO** | Scheme Manager | **RESPONSIBLE FOR** |  |
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| **JOB PURPOSE** |  |
| * To provide an effective and efficient housing management and support service, in line with the service specification and requirements of funders, stakeholders and direction of the Scheme Manager.
* To support service users with a view to ensuring their progress towards the outcomes, defined within a clearly written Support Plan.
* To contribute to the safe and effective day to day management of the Scheme.
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| **ACCOUNTABILITIES** | *Statement of the main areas of responsibility* |
| 1. Maintain accurate service user records and files, preparing electronic and paper reports, as required.
2. Liaise and network effectively with voluntary and statutory agencies, ensuring the provision of consistent good quality support and advice to service users.
3. Undertake training to maintain and improve the skills needed to undertake this role.
4. Provide a range of housing related support to service users with a view to enabling them to manage their individual tenancies with less support, and possibly unaided in the longer term, in a timescale agreed with the Scheme Manager.
5. Assist service users with plans to move on to more permanent accommodation by liaising closely with relevant NWH staff, local authority Housing Departments and other providers as necessary.
6. Assist with housing management and lettings as required by the Scheme Manager in accordance with NWH’s policies and procedures.
7. Respond to and deal with any incidents appropriately, contacting and liaising with NWH staff, emergency services, voluntary and statutory agencies, etc. to maintain the safety of the building(s) at all times.
8. Undertake regular and effective hand over procedures at the beginning / end of shifts, to ensure the safe management of the Hostel, as required by the Scheme Manager
9. Ensure housekeeping and cleaning tasks are regularly carried out and, where necessary, provide practical support and guidance to service users, ensuring good standards of cleanliness and hygiene are maintained.
10. Prepare rooms for re-letting, where needed.
11. Support the Scheme Manager in liaising effectively with relevant departments and Service’s within NWH (e.g., General Needs Housing, Asset Management, etc.) regarding the safety of the building(s), maintenance, arrears control, move-on, etc
12. Organise and manage a range of engagement and involvement activities to promote social inclusion amongst service users.
13. Work independently when needed and also as a member of an area-based team. (Note: some Hostels or shift cover may require lone working.)
14. Safeguard the physical and emotional health and wellbeing of service users.

**Corporate**1. Carry out the above with due regard to all the Association’s policies and procedures, including Health and Safety, Equal Opportunities and Customer Services.
2. Ensure that compliance with Data Protection legislation is applied at all times.
3. Establish, develop and maintain an effective working relationship with all work colleagues to ensure an integrated contribution to the Association’s objectives.
4. Comply with the Association’s Code of Conduct by behaving in a professional, respectful manner at all times.
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| **QUALIFICATIONS/EXPERIENCE/KNOWLEDGE/SKILLS** | *Tools needed to do the job* |
| Essential | 1. A minimum of 3 GCSEs or equivalent at Grade C, or above, including mathematics and English.
2. Good written and verbal communication skills.
3. Experience of working in a client centred environment (e.g. supporting individuals in reporting maintenance issues, making healthcare appointments, pursuing hobbies, securing training and employment, etc.).
4. The ability to adapt and work closely with new colleagues.
5. An awareness of the support needs of vulnerable people.
6. The ability to work alone with confidence and good judgement.
7. Experience or understanding of the need to work in a confidential manner.
8. Able to understand and stay within professional boundaries.
9. The ability to use Microsoft Office products (Word, Excel and Outlook).
10. Experience of working in a customer focused organisation.
11. Is comfortable with everyday conversations/discussions specifically in relation to your job. Be confident to converse in Welsh when required. (This requirement is set at **Level 3** on self assessment form)
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| Desirable | 1. Knowledge of issues / support needs connected to homelessness.
2. Knowledge of local specialist agencies e.g. drug and alcohol, mental health services etc.
3. A successful track record of working in a housing management or community based support environment
4. A Diploma in Welfare Studies, HNC in Housing Studies or equivalent
5. An NVQ / CQF Level 2 in Health and Social Care.
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| **COMPETENCIES** |
| *Personal attributes/behaviours which the role holder must possess to be successful in the role.* |
| **Corporate competencies** |
| Customer Focus | * *You will want to provide the best service to your customers that you can, whilst being sensitive and consistent in your approach.*
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| Achieving Quality Results | * *You will be able to demonstrate that you do your work well and achieve the goals that you set for yourself and that are set by others. You will be committed to providing quality work and will have a desire to improve what you do.*
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| Team Working/Communication | * *You will contribute to the best of your ability as part of any team. You will show commitment and respect at all times. You will consider the needs and expectations of others and will communicate as clearly and effectively as possible.*
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**No role profile can cover every issue which may arise within the role at various times. In order to maintain effective services, you may be required to undertake any other reasonable task, which is broadly consistent with those in this document, as determined by your Line Manager or Head of Service/Director.**

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| **NAME OF ROLE HOLDER** | **NAME OF MANAGER** |
|  |  |
| **SIGNATURE** | **SIGNATURE** |
| **DATE** |  | **DATE** |  |