**The E C Roberts Centre**

**Job Description**

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| **Job title:** | Temporary Accommodation Support Service (TASS) Resettlement Worker |
| **Department:** | Resettlement |
| **Location:** | Gamble Road |
| **Accountable to:** | Resettlement Manager / Chief Executive Officer |
| **Accountable for:** | N/A |
| **Salary:** | £27,289.00 per annum |
| **Job type:** | Full Time |
| **Working hours:** | 37 hours per week |
| **Traveling:** | Yes |
| **Date revised:** | 31/03/2025 |

**Job Purpose**

To provide a floating support and housing management service to homeless families and individuals who are being temporarily accommodated by Portsmouth City Council. This support will meet the individual needs of service users to enable them to develop their ability to manage their life independently of services, helping them gain/retain settled and sustainable accommodation.

**Overall Aim of the Post**

1. To facilitate the resettlement of families and individuals into their temporary homes. To implement assessments and review support plans and to act as a key worker for service users identified to be in need of support, empowering clients to lead the process.
2. To reduce the incidence of homelessness and rough sleeping by intensively supporting people in Portsmouth City Council Temporary Accommodation to develop skills and behaviours in areas that are affecting their placement. To work with and support Temporary Accommodation Providers to maintain the client’s placement.
3. To ensure that the properties are being used appropriately, carrying out regular property checks and identifying the need for support around home management tasks including paying of any service charges, budgeting and debt management
4. To work with families and individuals to assess their immediate and longer-term support needs. To offer practical advice and support and to set, agree, and review individual action plans signposting appropriately to partner agencies such as Mental Health and recovery services, GP’s and Health Visitors, CAB and Advice Portsmouth.
5. To maintain a monitoring and evaluation procedure to measure the efficiency of the service. Prepare reports on a weekly basis such as occupancy and arrears; compile statistics as required, update service records and service user files in accordance with Roberts Centre record keeping standards in order to measure the efficiency of the service.
6. To be a committed member of the Roberts Centre Resettlement Team. To operate within the Roberts Centre code of conduct, adhering to clear professional and confidentiality boundaries.
7. To implement the Roberts Centre financial procedures.
8. To work within established work practices of acceptable and unacceptable risk. To carry out risk assessments and participate in risk management as per Roberts Centre policies and procedures.

**General Obligations**

1. To carry out daily property checks in self-contained and shared properties, ensuring that equal opportunities and anti-discriminatory practice is applied ensuring at all times the clients’ rights to privacy and confidentiality.
2. To prepare temporary accommodation properties for new clients, taking inventory, identifying necessary renewal repair or replacement and being aware of health and safety within the workplace. Please note this may involve some lifting and moving of furniture.
3. To maintain high standards of cleanliness in Temporary Accommodation properties.
4. To carry out laundry duties.
5. Act as a member of the staff team of the Roberts Centre in co-operation with officers - attending meetings as required. Contribute positively to supervision, appraisal and training events.
6. Undertake any additional activities reasonably required by the Resettlement Manager or the CEO.
7. Comply with and implement Standing Orders.
8. Comply with the Roberts Centre’s policies with respect to Equal Opportunities, Health and safety, Violence at Work etc.
9. Contribute to continuous improvement of service through active participation of formal service reviews. Show personal initiative in improving service delivery.
10. To report all child and adult safeguarding concerns to your line manager (Nursery Manager) and comply with Child Protection/Safeguarding policies.
11. To demonstrate a commitment to the safeguarding of children and promotion of their well-being and integrated working, at a level appropriate to the role.

**Key Result Areas**

1. Undertake resettlement service responsibilities and ensure that all policies, systems and processes are implemented effectively. As a Keyworker to clients, you will:
2. Assess clients’ circumstances to identify immediate support needs including health, finances, and substance and alcohol misuse.
3. Challenge behaviours that lead to negative outcomes, promoting the positives in making step-by-step changes to these behaviours.
4. Through continuous assessment produce Action Plans with the clients which should incorporate views of all agencies through solid multi agency working and which are reviewed and updated regularly.
5. Assess risk and produce comprehensive Risk Assessments with the aim of keeping the client and others safe.
6. Deliver planned support to clients in the areas of life, social, health, home management budgeting and parenting skills.
7. Involve clients in decisions that affect them.
8. To maintain accurate records of client contact, and of the assessment and review processes and progress of clients.
9. Represent the Roberts Centre at case conferences, review meetings etc.
10. Assist clients to register with schools, health services etc.
11. Assist clients with forms, such as benefit claims and priority appointments etc.
12. Provide information and support to enable clients to maximise their benefit entitlements and understand their restrictions
13. Support and encourage clients to access employment, education and training as appropriate.
14. Signpost clients to partner agencies and encourage to use the Roberts Centre and Community resources.
15. Provide a range of creative solutions to meet the identified needs of the client.

1. Ensure that clients in shared and self-contained accommodation understand the terms and conditions of the Portsmouth City Council tenancy agreement and the Roberts Centre, contract of expectation. Manage the client’s adherence to it. This will involve:
2. Meeting clients referred by the Housing Department for shared and self-contained Temporary Accommodation and moving them into their home.
3. Supporting clients to set up utilities and ensure payments remain regular.
4. Home visits and property checks.
5. Managing housing issues including rent arrears, benefit entitlement, property management and neighbour nuisance complaints.
6. To work with clients placed in B & B temporary accommodation. Visiting regularly carrying out assessments and signposting as appropriate.
7. To work with clients who have diagnosed learning disabilities, and/or mental health problems. Devise activities that enable them to enhance their skills in maintaining a tenancy and parenting their children.
8. Support and demonstrate good practice in dealing with clients and partnership organisations through service delivery.
9. Liaise with colleagues and other external agencies on issues regarding the client/accommodation.
10. Actively seek improved personal performance.

**Person Specification**

Temporary Accommodation Support Service (TASS) Resettlement Worker

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| **Category** | **Requirements** | **Essential / Desirable (E/D)** | **How determined (Form / Interview / Reference)** |
| **Job Knowledge** | Awareness and understanding of the Welfare Benefits System | D | Form / Interview |
| Understanding of homelessness and the way it might affect individuals and families seeking support | E | Form / Interview |
| **Experience** | Minimum of 2 years’ experience of working with vulnerable service users / families with children | E | Form / Interview / References |
| Experience of working with statutory and voluntary agencies | E | Form / Certificate / References |
| An understanding of how poor mental health and/or alcohol and/or substance dependency can impact on behaviours | E | Form / Interview / References |
| **Skills and Abilities** | Able to assist service users with budgeting and home management skills | E | Form / References / Assessment |
| Able to assess needs and develop support plans | E | Form / References / Assessment |
| Ability to understand and work with diverse cultures | E | Form / References / Assessment |
| Able to implement safe work practices in accordance with Risk Assessment Processes | E | Form / References / Assessment |
| Able to keep accurate records | E | Form / References |
| Good interpersonal skills | E | Form / References / Assessment |
| Good written and verbal communication skills | E | Form / References / Assessment |
| Ability to write reports for Case Conferences | D | Form / References / Assessment |
| Ability to work as part of a team | E | Form / Interview / References |
| Ability to deal with stressful situations and challenging behaviour in a fast moving and ever-changing environment | E | Form / Interview / References |
| Able to prioritise workload | E | Form / Interview / Assessment |
| Effective management of work | E | Form / Interview / Assessment |
| **Personal Qualities** | Tact, diplomacy and discretion | E | Form / Interview / References |
| Ability to inspire trust from both clients and colleagues | E | Form / Interview / References |
| Ability to reflect on and improve own working practice | E | Interview / Reference |
| Commitment to implementing anti-discriminatory practices | E | Form / Interview / References |
| Approachable and non-judgmental manner | E | Form / Interview / References |
| **Circumstances** | Car Driver with use of car with motor insurance cover for business purposes | E | Form / Interview |
| Flexible and able to work extra hours at relatively short notice | E | Form / Interview |
| Able to work weekends and bank holidays on a rota basis | E | Form / Interview |