Job Title: Housing Assistant

Responsible to: Depute Manager/Support Supervisor

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| Overall Purpose of the Post | To support the delivery of intensive housing management to vulnerable veterans who may have been homeless or have struggled to maintain their tenancy.  Ensure that the building is secure and that any health and safety issues are addressed. |
| Key Objectives | * Act as first contact point for Veterans, their families or agencies for the service. * Possess a good all round knowledge of the service and be able to deal effectively with enquiries. * Ensure that any visitors comply with the security and safety procedures in the service, such as signing in and being aware of the fire exits. * Ensure that all Health and Safety procedures for communal areas and Residents’ accommodation conform to these through regular checks and inspections. Identifying any areas of non-compliance or safety concerns and actioning these with the appropriate colleagues. * Ensure the security of the building by doing regular checks of the outside area, the security doors and making sure that anyone in the building who does not have a badge is questioned as to the reason they are in the building. * Ensure that all residents are checked on a daily basis by using the daily check sheets. Raising any welfare concerns with the appropriate Support Officer or Residence Manager. * Working with the overall Housing Support team, ensure that every Resident understands their Occupancy and Support Agreement. * Work effectively as part of the overall Residence team, ensuring you communicate effectively with all colleagues verbally and in writing. If necessary ensure that you record effectively within the Better Futures Database. * Undertake any necessary training to support continual professional development. |