

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO8-1283	Grade H
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically.

	<p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Housing Support Worker Mental Health	
Role profile family:	Community engagement	
Role profile number and grade:	CE08-1283	Grade H
Number of posts:	1 of 2	
Service/Team:	Housing Income Team	
Reports to:	Housing Income Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / Function Context

The overall responsibilities of the service/function are:

- The Housing Operations group delivers day to day operational resources, financial control, business planning, income management and performance management for the landlord service. The team is responsible for maximising income from rents, service charges, insurance, rechargeable works and this post provides a focus on the collection of rent and arrears with an emphasis on arrears prevention. The team also has embedded a financial inclusion officer and tenancy sustainment service and works closely with housing benefits, DWP and external resources to support tenants who may face financial hardship and debt problems.

Job Purpose

Responsible for providing support to prospective and existing tenants who have mental health problems and who need help to set up home and keep a lifestyle that is not disruptive to others

Responsible for supporting tenants with mental health problems to manage their finances appropriately and advise them about claiming appropriate welfare benefits. Responsible for representing tenants at DWP tribunals.

Responsible for setting up and organising a monthly support group for tenants with mental health problems.

Responsible for promoting good mental health amongst staff.

Specific duties and responsibilities include:

- To offer advice and support to tenants with regard to Homes4Wiltshire and the choice based lettings procedure.
- To make applications for Personal Independence Payments for appropriate tenants.
- To represent tenants at DWP (Department of Work and Pensions) Tribunals. Compiling written reports based on evidence from tenants, medical practitioners and own observations.
- To maintain an up to date knowledge of all changes to health and social care legislation and welfare benefits e.g. attending Dementia Care Conference
- To encourage Team staff to look after their own mental wellbeing.
- To run regular workshops to support Team staff to manage change and stress and develop their understanding of mental health issues.
- To run a tenant self-help support group. Sending out monthly invitations, analysing evaluation forms, organising speakers.
- To instigate care from the Community Mental Health Team (CMHT) and /or GP when a tenant is seen to be at risk. Instigating the formal assessment process by written or verbal reports.
- To provide short term practical advice and assistance to mental health tenants for setting up home (i.e. arranging finance, furniture, setting up utilities).
- To liaise with statutory and non-statutory agencies in the provision of support to applicants and tenants before and after the take-up of any public tenancy. To be aware of care plans and care co-ordinators of particularly vulnerable tenants and prospective tenants who are known to the Mental Health Services.
- To ensure that tenants and other agencies are able to understand the implications of a Tenancy Agreement, the responsibilities and consequences of non-compliance.
- To offer advice and support to housing applicants and tenants in their dealings with statutory and voluntary agencies over such matters as their welfare rights.
- To act as a point of contact between statutory agencies when an existing tenant may be thought of as possibly having a mental illness which is resulting in disruptive behaviour, such as in neighbour disputes.
- To ensure that the Council is actively represented on conferences where an individual's care plans are to be agreed.
- To supplement, and not to replace, any statutory agency support.
- To participate in community care training and accreditation to enable the post-holder to participate fully in decisions on individual care plan conferences.
- To maintain a list of all clients dealt with and record their occupancy data.

- The post holder directs and monitors all queries relating to mental health issues and is solely responsible for running the Housing Team staff workshops and tenant support group.
- On a daily basis the post holder is presented with problems which are complex and not at all straightforward to resolve. This may mean that a multi-disciplinary approach is called for or perhaps a more creative interpretation of policies. The post holder is expected to resolve issues without discussion with others in an often changing environment.
- The post holder is frequently required to make ad hoc decisions, especially when visiting unwell tenants at home. Considerable skill and knowledge is needed to make an appropriate decision about when to leave somebody alone to recover and when it is best to call in other agencies, even when this may be against the tenant's will. Informed judgement is used on a daily basis to decide what may be in a person's best interests.

Specific requirements for this post:

- Most of the post holder's work is carried out in the homes of tenants. The daily environment is frequently unpleasant with exposure to considerable cigarette smoke, the allergens from pet hair and also often unsanitary conditions where there may be biohazards present as well. Many tenants spend very little time outside their homes and if they are chain smokers, which is often the case, spending an hour inside their home is a significant hazard to respiratory health. As the post holder can no longer receive visits from tenants in a city centre office more and more visits are carried out in tenants' homes meaning that the risks associated with passive smoking are considerably increased. The post holder is a lone worker who has no recourse to immediate aid should a tenant suddenly become violent. On a daily basis the post holder has to manage very difficult phone calls and visits, which can be both abusive and highly emotive.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- **Knowledge**
- Qualified to HNC with profession support and advice qualification (such as NVQ Level 3 in Advice and Guidance) or relevant experience in support provision e.g. floating support.
- Experience of dealing with clients who have mental health issues or vulnerabilities
- A high level of understanding surrounding mental health issues
- An advanced working knowledge of welfare benefits
- A good working knowledge of personal finance i.e. budgeting, debt management
- A good working knowledge of the issues around rent arrears / tenancy management issues for tenants and landlords
- Knowledge of relevant legislation around social care, mental health and welfare reform
- A proven track record of multi-agency work
- Initiating contacts and making effective contribution to meetings
- Dealing with demanding and challenging people in difficult/sensitive situations.
- Understand data protection and confidentiality and the need for accurate and timely recording

- Understanding of current social housing policies and initiatives

- **Skills**
- Reasoning skills
- Accuracy and attention to detail
- Good team worker who can work collaboratively with others
- Communication skills, verbal and written
- Ability to provide a high standard of Customer Care
- Ability to work under pressure
- Demonstrates a desire to achieve results and work to high standards
- Time management and ability to prioritise workload
- Efficient and effective
- Negotiation and diplomacy skills
- Planning and organisational skills
- Innovative and enthusiastic
- Analytical and judgement skills
- Good computer literacy skills
- Advisory and co-ordination skills
- Good decision making skills
- Makes effective use of network and inter agency contacts
- Fluent in English

- **Desirable**
- An operational knowledge of public sector (or Registered Social Landlord) generic housing management, including a working knowledge of current housing legislation and practice, and the appropriate statutory provisions
- Techniques of mediation and conciliation
- An operational knowledge of the court system, tribunal and benefit appeals

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>