

Leeds City Council

Job Description

Job Title: Sheltered Support Officer

Salary:

Service Area: Housing Leeds

Grade: B3

Directorate: Environment and Housing

Date: May 2014

Responsible to: Housing Team Leader

PURPOSE OF THE JOB

To deliver an efficient, customer focused service which maximises performance levels and achieves continuous improvements in all areas of sheltered housing management services

KEY RESPONSIBILITIES:

- To deliver housing related support to older people living in sheltered housing schemes and associated floating support schemes.
- Undertake regular contact with older people, including visits, telephone calls, email and text messaging to support and enable tenants to live independently whilst promoting dignity, choice and confidentiality.
- To work with tenants to develop and review support plans and risk assessments to promote independence in a safe environment - identifying practical, domestic and budgeting support needs.
- To assist in providing a range of housing management services to support tenants moving into and leaving sheltered housing.
- To make referrals to other agencies and Council services and advocate on behalf of tenants, where appropriate, and support tenants to liaise with area housing offices.
- To ensure the Council's safeguarding procedures are utilised where appropriate.
- To work within Council policies and procedures, including data protection and financial regulations.
- To ensure the Council's health and safety policies are adhered to.
- Work flexibly to meet service requirements.
- To support the achievement of equality and diversity in both employment and service delivery, including the promotion of equality of opportunity.
- To promote and deliver the priorities, values and objectives of Leeds City Council at all times.
- To maintain accurate records and track progress of work.
- To assist with the induction of new staff including the demonstration of duties.

Economic Conditions:

Annual Leave: 24 days increasing to 28 days for 5 years local government service pro rata plus statutory holidays

Hours: 37 hours per week

Flexitime: Eligible to participate in flexi-time scheme

Conditions of Service: NJC Conditions apply

Prospects

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Relationships: The post holder will work closely with colleagues within Housing Leeds and will also be

required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

Qualifications This post requires that a Disclosure and Barring Service check as the post involves working with, or substantial access to Children or Vulnerable Groups.

Physical Conditions The post holder may be based at any Leeds City Council office and may require working to the Council's 'changing the workplace' working style. - Leeds City Council has a no smoking policy.

Job Description Content Prepared / Reviewed by: Name: Julie Carter -	Confirmation Job Evaluation Undertaken Name:
Designation HRBP Date: 06/08/14	Designation: Date:

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

1. Qualifications and Knowledge	Ess	Des	MoA
Knowledge of the role of the Council Housing Service and its responsibilities in managing homes and communities.	X		
An awareness of housing and support needs of older people	X		
An understanding of equality issues.		X	
An awareness of customer care	X		

2. Specific Skills and Competencies	Ess	Des	MoA
Ability to communicate with the general public in a responsive manner.	X		
Ability to demonstrate patience and understanding with customers.	X		
Ability to deal with relevant procedures and maintain standard documentation.	X		
Ability to advise service users on relevant procedures.	X		
Ability to work within a team.	X		
Ability to communicate effectively and sensitively face to face, in writing and by telephone.	X		
Ability to demonstrate customer care	X		
To adhere to LCC Financial Rules and Regulations and Standing Orders.	X		
Ability to use computerised systems.	X		
Ability to record and maintain information received from all sources accurately.	X		
To provide a welcoming environment to customers.	X		

To assist other members of staff with duties when required.	X		
A good level of numeracy and literacy skills	X		

3. Experience	Ess	Des	MoA
Of providing housing related support to individuals	X		
Of working as part of a team	X		
Of working with the public	X		
Of working with other agencies to achieve positive outcomes for customers		X	

4. Behaviour	Ess	Des	MoA
Demonstrate a commitment to Council Values	X		
Positive and flexible approach to change	X		
Commitment to maintaining a healthy and safe environment	X		
Commitment to providing excellent service to customers	X		
Commitment to personal learning and development	X		
Willing to support and promote equality and diversity	x		
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