

Job title: Resettlement Support Worker (Hospital Discharge Service, Mental Health)

Line manager: Team Leader

Grade (if applicable): C12

Direct reports:



Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

To ensure that customers can be discharged safely from hospital to the community. Customers who may be homeless, asylum seekers or have no recourse to housing or public funds will be provided with high quality tenancy management and resettlement services. This includes advice on setting up Housing Benefit/Universal Credit & other benefit claims, explaining rights and obligations of the occupancy agreement, ensuring a safe environment for customers through Health and Safety Inspections, reporting and following up on repairs, offering advice and guidance on maintaining their environment, providing a homely environment with assistance given on basic cleaning and life skills including cooking/healthy eating, signposting to support services, liaising with relevant agencies and advice and assistance regarding move-on and making connections with their local area.

The service provides 24-hour resettlement services to six customers in a short stay shared house based in Stoke Newington, London. Resettlement Officers work on a rota basis covering hours from 8am-4pm or 1pm-9pm Monday to Sunday. A concierge covers from 9pm-8am. The post involves lone working and requires an ability to work under your own initiative at these times with managerial On-Call back-up.

Key results:

- Enable Customers to maximise their independence and ensure the sustainment of their occupancy agreements.
- Responding flexibly to the varying needs of a vulnerable client group.
- To provide assistance to customers to set up benefit claims and move into their property.
- Work in partnership with stakeholders including the Royal London Hospital, Pathways team and Providence Row.
- Welcoming new customers to the scheme and introducing them to the services and facilities.
- Signing customers up to their occupancy agreement and informing them all relevant house rules and regulations relating to their accommodation and all common parts and communal facilities.
- Supporting customers to abide by their occupancy agreements, giving advice and dealing with security of their accommodation. This includes ensuring the scheme is secure when leaving at the end of each day, checking the communal areas, replacing lost keys and monitoring any additional security measures such as CCTV.
- Providing the first point of contact for all contractors, agencies and personnel requiring access to the scheme.
- To liaise with Incomes Officers to assist with rent, service charge collection and arrears recovery, including liaising with Housing Benefit Officers.
- Report any Safeguarding concerns internally and externally.
- Monitoring the performance of contractors including cleaning, gardening and window cleaning, to ensure the communal areas are clear and clean and inviting for customers and visitors.
- Provide a homely environment and advice and assistance with basic cleaning, life skills including money management, cooking and healthy eating.
- Maintaining a high standard of cleanliness safety and security within the scheme including the staff office.
- Carry out regular Health and Safety and building checks including room checks in conjunction with customers and ensure any follow up actions such as repair reporting are completed. Maintain accurate and up to date Health and Safety records.

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- To work with customers to enable them to learn the skills required to manage their accommodation, including how to use appliances and assistance to deal with difficult situations, claim welfare benefits and apply for Housing Benefit.
- To ensure that Customers are aware and understand to the responsibilities of their occupancy agreement and to support them to sustain this.
- Monitor any breaches of the terms of the occupancy agreement including anti-social behaviour and produce written warnings for low level cases as appropriate.
- To liaise with any support agencies working with the customers and inform them of any incidents or advise them of any warning signs in relation to risks arising from their support needs.
- To signpost customers to access professional or specialist services where necessary including their local area.
- To respond, support and mediate between customers with any neighbourhood issues or ASB issues.
- To be aware of any risks factors including warning signs, triggers and crisis plans and to follow the Risk Assessment/Management and SOVA procedures. To liaise with support agencies including primary and secondary care if there are any concerns.
- To actively engage with customers that are may be resistant to receiving support and do regular checks on their welfare.
- To keep accurate, up to date records on referrals, refusals, acceptance, daily contact notes and outcomes, reporting on information as requested by the Line Manager on hard copy files and electronic data systems. Create Risk Assessments and Resettlement Support plans with customers providing information, case studies and reports when requested.
- To be responsible for your own personal Health and Safety whilst at work adhering to policy and procedure including reporting of any unsafe acts or conditions to management.
- To maintain service users and company confidentiality.
- To adhere to professional boundaries and the Companies Code of Conduct.
- To maintain excellent and professional relationships with visitors to the scheme and other stakeholders that may be involved with customer support.
- To report to managers any concerns that you may have regarding the quality of the service.
- To prepare and help customers with practical assistance around move-on to suitable alternative accommodation including ensuring utilities and benefits are set up.
- Implement the Association's Equal Opportunities policy as an integral part of the duties.
- Undertake any other duties consistent with the above as requested by the Team Leader or Head of Service.

Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

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About you:

You will be:

- Effective team worker.
- Effective at Report writing, Risk Assessment and Support Plan completion, and IT Literacy including Word, Excel, and electronic data entry systems.
- Able to communicate effectively with customers, staff and external agencies and refer customers to support agencies including in their local area.
- Experienced and have knowledge of Welfare Benefits, Housing Management & basic knowledge of Housing law and Occupancy types.
- Ability and confidence to lone work.
- Knowledge of the recovery approach and/or Trauma informed practise
- Experience of using support planning and risk assessment tools.

You will have:

- Empathy and kindness for the client group.
- Experience and/or knowledge of working with homeless, asylum seekers, ex-offenders, mental health, substance misuse or vulnerable customers.
- Ability to provide excellent customer service including advice and assistance on life skills and move-on.
- Knowledge of Safeguarding procedures and Health and Safety in a supported housing environment.
- Knowledge of equality, diversity and inclusion for this client group and knowledge to be able to challenge discrimination and stigma.
- Knowledge of legislation around homelessness, housing, immigration, and benefits and how it applies to our customers or willingness to be trained.
- Knowledge of reporting repairs, and monitoring the performance of contractors
- Supporting people with housing management tasks.