



JOB DESCRIPTION

Job Title	Supported Housing Officer (Mental Health / Rough Sleepers / Care Leavers)
Responsible to	Housing Manager
Responsible for	N/A
Hours	Full time, 35 hours per week - 9am - 5pm, Mon - Fri
Service	Operations
Location	Lewisham

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who have mental health issues, or who have been rough sleeping, or are care leavers and who need support with their housing. QVT currently provides homes to approximately two hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

2. Job Purpose

To provide high quality support and consistent tenancy advice for our clients, with the aim of helping them recover, move on and rebuild their lives. Quo Vadis Trust (QVT, registered charity number 1116196) is a small charity in South East London. We provide a range of supported housing in South East London to approximately one hundred and eighty adults whose mental health needs are such that they require support with accommodation and other needs.

As a Supported Housing Officer you will be expected to manage and key work a caseload of adults, some of whom have multiple and various mental health needs such as anxiety, depression and bi-polar disorder amongst other diagnoses, varied support needs such as substance misuse issues, and in some cases a lack of trust in support services, therefore one of the challenges of this role will be to encourage your clients to effectively engage with the recovery process. You will work with your clients to carry out individual support and needs planning and create SMART goals to maximise the potential for their recovery.

You will be greeting new clients, risk assessing them and delivering an induction process to welcome them into our services. Part of this role also involves providing advice on welfare and benefits; therefore, an understanding of universal credit, housing and homelessness legislation is an advantage. A critical part of this role will be helping clients to move on and successfully reintegrate back into society - our mission statement is to 'promote recovery, maximise independence and build community'.

3. Main Responsibilities

- To provide an effective, efficient, responsive and client-focused service for an allocated number of clients. Clients will have differing levels of mental ill-health



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- Work within a team to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence
- To build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs
- Be responsible for completing and updating records on 'Inform' (QVT's client management database) to ensure that all your client records are kept up to date
- Prepare reports on client issues as required
- Take responsibility for the properties you cover and ensure they are safe, kept in good order and are well maintained, complying with Health and Safety legislation
- Work alongside and support clients and other staff members to ensure that all properties are kept clean. This means that some cleaning duties may be required
- To report all maintenance issues and ensure that they are followed up to maintain health and safety standards, and to create a homely environment for all clients
- Record and report any breaches of policy and procedure or poor performance to the Housing Manager
- Work with the Housing Manager to ensure safeguarding practices are followed and recorded in line with the QVT policy
- Provide cover for other Housing Officers across all QVT schemes if necessary
- Liaise with external agencies and attend meetings as required
- To travel between QVT schemes where necessary
- Undertake any other tasks which might reasonably be requested by a manager

PERSON SPECIFICATION

Job Title	Supported Housing Officer
Department	Operations

Education, Qualifications and Training	Essential or Desirable	Method of assessment
Numerate and Literate to GCSE or equivalent in English and Maths	E	Application form & Test
Experience		
Experience working in a social housing environment	D	Application form Interview
Experience working in the mental health sector or other supportive environments	D	Application form Interview
Computer literate, familiarity with Microsoft packages, and experience using a client management database	E	Application form & Test
Skills/Abilities		
Awareness of current housing issues and tenancy sustainment	D	Application form Interview



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Demonstrable customer service experience	E	Application form Interview
Knowledge of welfare benefits related to housing	D	Application form Interview
Good, clear, verbal and written communication skills	E	Application form Interview & test
Able to relate to clients	E	Application form Interview
Ability to work under pressure and to deadlines	E	Application form Interview
Able to demonstrate a conscientious and dedicated attitude	E	Application form Interview
Ability to work on own initiative and a commitment to team working	E	Application form Interview
Awareness of issues faced by people with mental health issues	E	Interview
Flexible and adaptable	E	Interview
Other relevant criteria		
Willingness to undertake further training	E	Application form
Be prepared to work unsociable hours in accordance with 24/7 shift rota if required	E	Application form Interview
Has Enhanced DBS clearance	E	DBS Check
Driver with own vehicle	D	Interview

Our commitment to diversity: We are committed to tackling systemic inequalities by being proactive in creating opportunities for people from under-represented groups. With this in mind we welcome applications from all ethnic backgrounds, religions, gender identifications and sexual orientations, and from anyone who considers themselves to have a disability.