

JOB DESCRIPTION

- 1) **Job Title:** Umbrella Service Tenant Support Officer
- Reporting to:** Housing Team Manager
- Accountable to:** Preston Road Women's Centre Management Committee
- NJC Salary scale:** NJC Scale 18
- Location:** Preston Road Women's Centre

2) Job Purpose

To manage residential properties on behalf of the Umbrella Housing service and support vulnerable tenants escaping Domestic Violence and Abuse to maintain tenancies and live independently.

3) Job Dimensions

The Umbrella Service Tenant Support Officer will work with local agencies and services within Preston Road Women's Centre to match women with available properties, provide support to those women to maintain tenancies and ensure the properties are maintained to a high standard. She will also work with the team to source new properties on behalf of local private landlords

4) Knowledge, Skills and Experience Required

See attached person specification

5) Primary Duties and Areas of Responsibility

- Provide support to tenants to enable them to build capacity for independent living and recover from crises
- Provide a person centred support service, undertake support plan at sign up for property considering safety and immediate support needs
- Use the outcome star framework to assist women to identify goals and support actions and to track progress
- Facilitate appropriate signposting and specialist referral for tenants to other support services
- Visit women in their homes to identify any tenancy management issues or additional support needs
- Encourage attendance at the centre for support appointments and to engage in additional services within the women's centre
- Support women to engage with the housing proactive system and monitor their engagement with this
- Ensure timely, clear and detailed records are kept regarding interaction with women
- Attend relevant interagency meetings, for example core groups
- Contribute to the development and use of Teler for outcomes monitoring
- Ensure appropriate monitoring information is maintained and available
- Any other duties commensurate with the post
- Contribute to monthly progress reports to the Hull Women's Network Directors Meetings, Winner Trading Directors Meetings and Winner Directors Meetings.
- Contribute to the smooth running of women's centre services

- Ensuring health and safety requirements are met
- Ensuring that a safe, women-only space is maintained
- Ensuring high quality service provision to women's centre users

Staff and Budgetary Management

This role has no staff or budgetary responsibility.

Health and Safety/Risk Management

The post holder must comply, at all times, with Preston Road Women's Centre Health and Safety policies, in particular, by following agreed safe working procedures and reporting incidents using the organisation's Incident Reporting System.

Safeguarding

The post holder must adhere to all policies and procedures designed to ensure safeguarding of children and vulnerable adults, including how to respond to any safeguarding concerns and how to make a referral appropriately

Equality and Diversity

The post holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, service users and visitors must be treated equally, irrespective of ethnic origin, age, disability, sexual orientation, religion etc.

Training and Personal Development – Continuous Professional Development

The post holder must take responsibility, in agreement with the management committee, for her own personal development, by ensuring that Continuous Professional Development remains a priority. The post holder will undertake all mandatory training required for the role.

Respect for Service users' Confidentiality

The post holder should respect service users' confidentiality at all times and not divulge their information, unless sanctioned, by the requirements of the role.

6) Key Result Areas

Specific objectives for this post holder are in place and will be monitored through the process of regular Individual Performance Review meetings with the Housing service manager

7) Communication and Working Relationships

To work in partnership and act as the interface with staff within the women's centre and external organisations, to ensure that services are delivered in a coherent and consistent way

The main working relationships and communication channels linked to the post are:

Internal within Preston Road Women's Centre

- (i) Umbrella Service Housing Manager
- (ii) Women's Centre Chief Executive
- (iii) Women's Centre Chair
- (iv) Women's Centre management committee
- (v) Winner Trading Board of directors
- (vi) Staff
- (vii) Volunteers

External to Preston Road Women's Centre

- (i) Tenants, families and carers
- (ii) Other relevant agencies
- (iii) Private landlords
- (iv) Legal advisers

8) Special Working Conditions

There is a requirement for flexibility in working hours, e.g., to be able to attend meetings outside the normal working day and adjust hours, as required, to meet specific deadlines

9) Job Description Agreement

Job Holder's Signature

Date:

Director's signature

Date:

Terms and Conditions:

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| 1. NJC Pay scale | Scale 18, |
| 2. Salary | Payable monthly in arrears by Bank Credit Transfer |
| 3. Hours of Work | 30 hours per week, |
| 4. Pension Scheme | The organisation offers a stakeholder pension and employer's contribution to this pension or a nominated personal pension scheme at 5% of the employee's salary. |
| 5. Annual Leave | The leave entitlement for this post is <i>35 days</i> (inclusive of bank holidays).

The annual leave year runs from 1 April to 31 March. |

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| 6. Special Conditions | The postholder may be required to work irregular hours on occasions in order to satisfactorily fulfil the requirements of the post. |
| 7. Sickness Absence | Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement, to receive sick pay in accordance with the guidelines described in the organisation's standard contract. |

All Terms and Conditions are in accordance with the Preston Road Women's Centre policies and practice

Data Protection Act 1998 and Confidentiality

All members of the staff are bound by the requirements of the Data Protection Act 1998 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

Rehabilitation of Offenders Act 1974

Because of the nature of the work, this post may be exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Under these circumstances applicants for the post are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment, any failure to disclose such convictions may result in disciplinary action or dismissal by the organisation.

Any information given will be completely confidential and will be considered only in relation to an application for a position to which the order applies.

Disclosure and Barring Service – DBS

Winner, the Preston Road Women's Centre will ensure the national minimum requirement for Disclosure & Barring Service compliance is met. This requires all those who commenced working in a role exempt from the Rehabilitation of Offenders Act after 1st March 2002 to undertake an Enhanced DBS check.

Winner, the Preston Road Women's Centre will only ask for an Enhanced DBS check when it is not an offence under the Police Act 1997 to do so. We are still entitled to ask all post holders in these posts to undertake an Enhanced DBS check but not all these posts are now entitled to a Children or Adult Barred List check (See 1.3 below for further details).

All posts (paid and unpaid) across Winner, the Preston Road Women's Centre require a DBS check at the start of an employment. Subsequently all posts require a three yearly DBS check. In addition there are certain posts that will require an advanced check for regulated activity.

Preston Road Women's Centre Management Committee