



Housing Officer (interim care) – Hackney Older People’s Service	
Department: Supported Housing	Reports to: Scheme Manager
Direct Reports: None at present	
Main Purpose of the Job / Summary of Role <ul style="list-style-type: none"> • To provide intensive housing management and support to older people occupying flats designated as interim care at Rose Court and Leander Court • To provide a high quality housing service in accordance with organisational policies and procedures and requirements as set out in the Interim Agreement • To ensure occupants understand the short-term nature of interim care, to support each occupant to consider their future housing options and help them move on from interim care to more suitable housing as soon as practicable • To liaise closely and work collaboratively with Hackney teams involved in interim care • To liaise closely with allocated care provider to ensure quality care is delivered 	
Responsibilities <p><i>Turnaround / Working with Stakeholders</i></p> <ul style="list-style-type: none"> • Liaise with Hackney’s Brokerage team in relation to assessment for and allocation to interim care flats • Liaise with Age UK to order any replacement furniture required either during void or occupation • Be a member of Hackney’s Interim Bedflow Management Group and attend regular meetings. • After an occupant has departed: <ul style="list-style-type: none"> ○ Arrange for end of licence deep clean of the flat ○ Liaise with Age UK to purchase any replacement furniture • To work alongside Hackney’s Provided Services onsite care team as required • To work alongside the allocated care provider as required <p><i>Moving In</i></p> <ul style="list-style-type: none"> • Liaise with Social worker to ensure occupants sign Hackney’s Licence Agreement prior to occupation • Liaise with Age UK to ensure new occupants move safely into their allocated interim care flat • Meet with each new occupant within 24 hours of their moving in: <ul style="list-style-type: none"> ○ to explain the purpose of interim care and estimated length of stay ○ to outline the Housing Officer’s role and provide contact details ○ to help occupants settle in, explaining equipment use, contact points for emergencies and occupants’ responsibilities with regard to health & safety • Meet with each new occupant within 5 days of their moving in to assess what their needs will be whilst they are residing in the service and agree a short term support plan, with associated risk assessment • Items that might be in the support plan could include: <ul style="list-style-type: none"> ○ Supporting occupants to manage their post, such as utility bills, appointment letters ○ Prompting occupants to attend health and other appointments. and liaising with social workers if support is required for attendance ○ Ensuring occupants have access to funds and are able to shop for food etc ○ The risk assessment includes a Person Centred Fire Risk Assessment • Share this plan and risk assessment with the Hackney Interim Bedflow Management Group and agree who will take responsibility for each task within the plan 	

Whilst in Occupation

- To conduct daily welfare checks and liaise with Interim Bedflow Management Group regarding any new needs, tasks, risks or concerns
- To liaise with the Interim Bedflow Management Group in relation any breaches in licence, eg anti-social behaviour management
- To liaise closely with the allocated care provider, review the care plan with the occupant to check that quality care is being delivered, to advocate for the occupant in cases of poor quality care
- Provide welfare benefits advice to ensure that benefit entitlement is maximised, and assist tenants with budgeting and debt management where required
- Encourage and support occupants to attend the scheme's social activities
- To raise any safeguarding concerns with Outward's Scheme Manager and follow Outward's Safeguarding P&P as necessary
- To liaise with occupants' families if involved in the occupants' support
- To work with all occupants and their families in a professional manner treating them with dignity and respect and deal with difficult or problematic situations in a sensitive manner

Moving Out

- Liaise with occupant and social worker to review and decide upon occupants' realistic move on housing options
- Once move on option decided and at the appropriate time, support occupants to return home / move to new home, liaising with other professional as needed, eg social worker, OT for aids & adaptations etc
- On the day of departure from the interim care service:
 - Review the inventory of the flat's equipment / furnishings with the occupant to ensure all items provided by Hackney remain in situ and list what items need to be replaced
 - Support licensee to sign Hackney's end of licence notice

Other Duties

- Key / fob management: allocating keys / fobs to the new occupant, collecting keys / fob back from occupants upon departure. If the occupant is due to arrive / depart during the weekend, alternative arrangements to be made with stakeholders and / or family
- Liaise with Outward's Scheme Manager and Caretaker where required to carry out health and safety functions within the interim care flats, such as fire alarm testing, pull cords and water hygiene checks and take any necessary follow up actions
- Ensure that all required administration records are kept fully up to date, including keeping a log of occupation of each interim care flat. In some instances this will involve using software applications and liaising with other Outward departments
- Maintain a good quality living environment, reporting repairs that are Outward's responsibility (as described in the Interim Care Agreement) and escalating them to the central Housing team where they are not carried out to a satisfactory standard
- To work with the Scheme Manager, Caretaker and the central Housing team where appropriate to ensure that a safe and secure environment is maintained.

Additional Responsibilities

- Promote and implement the Outward Equal Opportunities Policy in all aspects of your work
- Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs
- Attend training courses and meetings including occasional evening and weekend meetings and attend to out of hour's emergencies as required
- To work responsibly and appropriately with due regard to confidentiality, data protection and commercially sensitive information

- Ensure that you maintain professional boundaries at all times and follow Outward's Code of Conduct.
- You may be expected to work across a number of services to provide cover if required (this will be in a similar type of service)
- Familiarise yourself with the organisational policy and procedural framework that applies to your job role and adhere to this at all times
- Participate in internal scheme audits and external inspections
- Support and assist the Outward Scheme Manager as required
- To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Outward
- Undertake any other duties commensurate with the general level of responsibility of the post as required by the Outward Scheme manager or a member of the Outward Senior Management Team

Person Specification

Housing Officer (interim) – Hackney Older People's Service

Criteria	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to build and maintain positive relationships with a range of internal and external partners • Empathy with older people and a commitment to supporting them to maintain their independence • Ability to write clearly and concisely; good numeracy • Ability to plan and organise own workload and meet deadlines • The ability to work both as part of a team and independently • Good IT skills 	
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of providing housing / support to vulnerable tenants • Experience of assessing and meeting the housing related support needs of tenants, and creating support and risk management plans • Experience of supporting tenants to resolve issues of risk, such as anti-social behaviour • Knowledge of welfare benefit entitlement, and the ability to provide benefit and debt management advice including assistance with budgeting • Experience of reporting and tracking repairs • Able to contribute to the maintenance of a safe, secure and healthy living and working environment • Experience of general administration and record keeping including electronic records 	<ul style="list-style-type: none"> • Experience of providing services to older people
Other	<ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities in service delivery • Commitment to developing self by keeping abreast of industry changes, and others by sharing knowledge / expertise 	<ul style="list-style-type: none"> • A good understanding of the supported housing sector and the delivery of housing related support