

Job Title: Housing Support Advisor – Older People	Team: Supported Housing
Responsible to: Housing Support Services Manager	Number of people directly managed: N/A
<p>Main purpose of the job: To work within a dedicated team providing mobile housing-related support services to develop and sustain service users’ capacity to live independently in their own homes, thereby reducing the need to move to higher-dependency accommodation.</p>	
<p>Main Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Delivering a high-quality, individually tailored, effective and professional support service, working with a wide variety of people from the elderly to people who suffer with physical or mental ill health issues within their own homes. • Contributing to the team’s long-term success by working jointly to develop and improve the service • Assisting service users to assess their own support needs. • Undertaking needs assessments and support plans with service users, including deciding on appropriate levels and frequency of support required. • Undertaking risk assessments as part of the support planning process and agree these with service users, taking appropriate action where any risk is identified. • To respond to emergency situations ensuring swift and effective liaison with other agencies as appropriate. • Responsibly and accurately recording, maintaining and updating of all information relating to service users using the IT software available for the purpose of data collection and invoicing in line with Supporting People and corporate requirements. • Ensuring the highest standards of confidentiality, equality and diversity, and health and safety, ensuring the role is performed in accordance with the company’s policies and procedures. • Collectively taking responsibility as a member of a mobile support team, arranging as a team cover for work duties in the event of the absence of colleagues due to illness, annual leave etc. • Supporting, coaching and facilitating service users to achieve the outcomes agreed in 	

their support plans, liaising as necessary with other agencies and utilising the tools provided.

- Understanding Protection of Vulnerable Adults, to be able to identify possible signs of abuse and deal with such matters sensitively, appropriately and professionally in line with the company's policy and procedure, including changes to work location, assessments, support plans and risk assessments. Promote the support service through professional attitude and actively engaging with other agencies and bodies whos clients would benefit from our support service.
- Actively promote service user involvement / inclusion.
- Utilise the corporate Lone Worker policy and procedure.
- Observe professional boundaries at all times.
- Adopt a flexible approach to new working practices and procedure
- Visiting existing service users in their homes to monitor the effectiveness and appropriateness of the needs assessment, support plan and risk assessment and undertaking reviews of the support plan and risk assessment every six weeks, and more frequently if necessary.
- Providing advice, support and signposting to meet service users' eligible support needs
- Responding to non-routine/emergency situations which may arise and providing such assistance/reassurance that may be required until the appropriate service has been summoned and has attended.
- Taking part in teams working to continuously improve the service to ensure its long-term viability and success.
- Any other duties appropriate to the post and Standard Requirements attached to the Job:

Working Environment/Physical Challenges (If appropriate describe to what degree the job holder is required to perform the job taking into account physical demands and/or special skills)

Working environment evolves working in the homes of individual service users and is not office based

Financial Responsibility (If appropriate describe to what degree the job holder has financial responsibility in terms of the size of the budget(s) being managed)

N/A

Responsibility for Non Financial Assets (If appropriate describe to what degree the job holder has responsibility for non financial assets including the management, improvement and maintenance of properties, tools, equipment, confidential information/records, computer systems)

Responsible for the confidential records of service users and relevant mobile IT equipment.

Standard requirements attached to the job:

- (a) All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
- (b) All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
- (c) To recognise health and safety is a responsibility of every individual, to take reasonable care of self and others and to comply with Herefordshire Housing's Health and Safety policies and any service specific procedures/rules that apply to the job.
- (d) To promote equality as part of the job and to treat everyone with fairness and dignity.
- (e) All individuals are expected to carry out their duties and responsibilities having regard to the Company's commitment to providing a customer focused service.

Please note that where the job holder is disabled every effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Job Holder's Name: _____

Job Holder's Signature: _____

Date: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____