

Community Critical Service:	Housing & Homelessness
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Alternate Role Title:	Housing Assistant
Alternate Role Location:	Various Locations (Inc. Watford, High Wycombe, Welwyn Garden City, Bishops Stortford, Stevenage)
Alternate Role Line Manager:	Critical Service Site Manager (Nominated / Identified on daily basis at site)
Divisional Head of Service:	Catherine Hook

Service Overview:	<p>Our existing One YMCA housing division provides 446 units of accommodation to vulnerable individuals who would otherwise be homeless or at risk of becoming homeless. They are, in most cases, in a position of vulnerability as a result of a number of complex circumstances. These circumstances may include alcohol or substance dependency; mental health issues; and/or offending backgrounds.</p> <p>The housing team work with each of our residents on a person-centric basis to help them identify needs, risks, challenges and goals. They then support each resident to address each of these elements and to work towards independence and independent living. In the last year the division has supported a total of 831 individuals with 323 moving on positively to their own long term settled accommodation.</p> <p>On average residents improve their mental health by 34% and improve their ability maintain a tenancy by up to 40%, and as a service it makes a huge difference to the lives of those it supports – helping them to truly Belong, Contribute and Thrive - and to the communities around us.</p>
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Alternate Role Tasks / Responsibilities		Overarching Principles:
Reception / Front of House:	To provide front of house 'meet and greet' and general point of contact function at reception; Answer calls and take enquiries on a face to face basis; Support in recording information and liaising with site colleagues to resolve and answer queries; Provide cash handling / admin and data entry assistance.	Operate under the specific direction of Critical Service Site Manager for (in their absence) regular Housing Service staff. Refer to Site Grab-Folder for reference / guidance.
Wellbeing / Engagement:	Provide general engagement and communication to/with residents to help manage and reduce risks associated with social-isolation; Be visible and engaging; Be aware of and actively support service based Safeguarding agenda and processes; Assist in the provision of food / beverages to residents;	

Safety / Supervision:	Complete periodic site wide and targeted area inspections and 'walk through' supervisions (AM/PM) with site colleagues; Support inspection processes via remote (radio based) support; Be aware of site policies and rules in relation to ASB and acceptable behaviour and support site teams accordingly.	<p>Maintain a robust, confident, supportive and respectful approach with residents.</p> <p>Only enter Main-Hostel areas in pairs and with Two-Way Radio.</p> <p>Adhere to all Safe Working / Lone Working policies, use all necessary PPE and be Sharps-Aware.</p>
H&S / Site Safety / Cleaning:	Assist in the completion of periodic H&S tasks (eg periodic fire alarm tests); Maintain agreed standard and COVID19 specific cleaning and hygiene tasks; Complete locking up / opening up tasks as required; Stock up Cleaning / Hygiene Materials; Support where necessary to address reactive H&S / Hygiene matters.	
Incident Support:	Support site colleagues with appropriate level of support in case of incident or ASB issues (eg following Emergency Services contact protocol); Adhere to site / service based Escalation Protocol; Maintain personal safety at all times in case of incident and follow regular Housing Staff guidance.	
Operational Periods:	All sites operate on a shift and 24/7 basis with senior Supported Housing Manager 'On Call' support available at all times.	

