



JOB DESCRIPTION

Job Title	Floating Support Officer (Housing)
Responsible to	Housing Manager
Responsible for	N/A
Hours	Full time, 35 hours per week
Service	Operations

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 and who need support with their housing. QVT currently provides homes to approximately one hundred and fifty 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

At QVT the wellbeing of our clients is of the utmost importance, which is why, as Floating Support Officer (Housing) you will provide support to a dedicated caseload across our Lewisham schemes, in partnership with a Housing Manager, Senior Housing Officer and other Housing Officers, in order to constantly improve all aspects of our service as we strive to achieve and maintain excellence across our organisation.

You should be a great problem-solver who is able to generate innovative ways to help constantly improve QVT services. You must be an excellent communicator and have the skills to motivate and inspire your team and our clients.

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
- To travel between QVT Lewisham schemes on a regular basis
- 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



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- 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
- Undertake any other tasks which might reasonably be requested by a manager

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job Title	Flexible 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	E	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
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



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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	E	Application form Interview
Has Enhanced DBS clearance	E	DBS Check
Full, clean UK Driving Licence with access to own vehicle	E	Application form

Instructions:

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers from a disability meets the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.