



Manchester City Council Role Profile

Accommodation Support Worker, Grade 5
Homelessness, Neighbourhoods Directorate
Reports to: Assistant Centre Manager / Team Manager

Key Role Descriptors:

This role provides housing related support for residents and work with customers and agencies to provide longer term housing solutions and ensure that residents receive appropriate support.

The role holder will act as point of contact for customers of the Homelessness Service, providing effective and accurate information and advice.

The role holder will work as part of a team and contribute to the achievement of service objectives, providing high quality temporary accommodation for people who are homeless or at risk of being homeless.

The role holder will ensure the safe and efficient running of the temporary accommodation scheme where based.

Key Role Accountabilities:

Carry out prompt assessments of customers referred to the project for accommodation and provide a safe and supported environment for homeless people accepted into the service. Actively promote integration of the accommodation and its residents into the local and wider community.

Supply high quality housing related support, advice and advocacy to all temporary accommodation residents in order to assist customers in accessing support relating to benefits; support agencies; education, employment, resettlement options and training.

Provide intensive support for customers with complex support needs particularly customers who have exhibited anti social behaviour. Offer holistic support plans for residents and agree individual targets which work towards longer-term housing solutions and aspirations.

Ensure the effective upkeep and smooth running of the temporary accommodation resource, including property repairs, licensing agreements, health and safety requirements and rent collections.

Supply a comprehensive building management service including: preparation of flats for let; organising programmed and responsive repairs and maintenance; supervision of building services staff; management and ordering of furnishings and household equipment.



Keep accurate, up-to-date records on all aspects of service provision including financial administration, following City Council systems and financial regulations.

Organise and prioritise workload flexibly and efficiently in response to the needs of the team and its provision.

Actively contribute to the planning, development and implementation of changes in working practice, new services or changes in service delivery. To contribute to the development of team policies and procedures, ensuring compliance with corporate policies and procedures and contribution towards corporate goals.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Role portfolio: Accommodation Support Worker

Timely intervention to engage with people at the onset of rough sleeping behaviours affords the very best chance to get them off the street, link them into the support services they require, reconnect them with home, mediate on their behalf and move them on effectively.

The Longford Centre is a site specifically targeting those new to homelessness which enables a dedicated therapeutic and supportive approach. People who are new to rough sleeping will be referred into the centre, accommodated in a safe, welcoming and friendly environment where they will receive an intensive support offer to enable rapid move on. The average duration of their short stay will be 8 weeks, although some people will need much shorter duration in the accommodation.

The Accommodation Support Worker must have an awareness and understanding of rough sleeping and the implications for the individual and the City in this regard.

Homeless people will present with complex issues and may be vulnerable. So the role can be challenging and demanding as the work will include issues relating to drugs, alcohol, mental and physical health problems.

The role holder will need to work closely with partners and agencies to ensure the best positive outcomes tailored to the individual needs of a citizen and client group.

There is a need to be persistent and resilient in their approach and flexible as achieving a resolution could involve a variety of solutions tailored to the individual to achieve the best possible outcome.

Applications from people with lived experience of homelessness for this role are positively encouraged.

Accommodation Support Worker – Key Competencies and Technical Requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

Generic Skills

- **Communications skills** - Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising** - Demonstrate excellent judgement skills under competing priorities and pressure.
- **ICT Skills** - Ability to use multiple applications, systems and associated software packages.
- **Administration Skills**- Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
- **Problem Solving and Decision Making** - Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.

Technical requirements (Role Specific)

- Must consent to and apply for an enhanced DBS disclosure check.
- This role is required to work a shift pattern that includes evening and weekend work/night work in line with the needs of the service.