

**Manchester City Council
Role Profile**

**Accommodation Support Worker, Grade 5
Homelessness, Directorate for Families, Health and Wellbeing
Reports to: Homelessness Lead Officer / Team Leader (Homelessness)**

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

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

The roleholder 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.



Support Worker (Accommodation) – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

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.
- **Admin 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.