



# Queen Victoria Seamen's Rest

The Seamen's Mission of the Methodist Church – Established 1843

## JOB DESCRIPTION

<b>Job Title</b>	<b>Welfare and Housing Assistant</b>
<b>Location</b>	<b>QVSR</b>
<b>Reporting to:</b>	<b>Welfare and Housing Manager</b>
<b>Position Type:</b>	<b>Permanent</b>
<b>Hours of Work:</b>	<b>Part Time – Job Share – 17.5hours</b>

### Role Overview

The Welfare and Housing Assistant is required to provide an accurate and timely administrative service in all aspects of the day-to-day operation of the Welfare and Housing department.

The purpose of the role is to ensure that residents who need additional care, support or supervision maintain their rooms, live safely, and can access services that help them to live independently.

### Key Duties & Responsibilities

- Ensure that Residents understand and comply with the QVSR Conditions of Residence, and any breaches of the Licence Agreement are dealt with appropriately in liaison with the Welfare and Housing Manager.
- Assist service users to understand their rights and responsibilities with regards to welfare benefits and assist them in making claims so that they receive all relevant entitlements.
- Provide practical help for residents with regards to accessing personal grants on their behalf as appropriate (e.g. Tower Hamlets, SSAFA, Shipwrecked Mariners' Society, Seafarer's Hospital Society, Royal Seamen's Pension Fund, Civil Service Benevolent Fund etc.).
- Liaise with external agencies and organisations (e.g. Housing Benefit, DWP, Social Services, Doctors, SSAFA, SAIL etc.) to provide practical assistance to residents as required.
- Assist the Welfare and Housing Manager with the referrals process and follow the QVSR policy and procedure with regards to admissions.
- To carry out room clearance as directed by the Welfare and Housing Manager.
- Monitor the storage of residents' items in the Baggage Room and dispose of items as per QVSR procedure.
- Carry out Risk and Needs Assessments as directed and monitor residents to manage their ongoing needs.
- Assist the Welfare and Housing Manager with investigating and dealing with any resident issues, complaints, or events.
- In conjunction with the Welfare Team fully investigate any resident issues, complaints or events. Ensure that all warnings are sanctioned by the housing and welfare manager prior to being issued.
- Follow QVSR's debt management policy and procedures and act with regards to non-payment / arrears in liaison with the Welfare and Housing Manager.
- Monitor and check service charge payments & Housing benefit on a weekly basis, taking appropriate action to rectify any issues.
- Enter housing benefit payments onto the system monthly, taking appropriate action to rectify any issues.
- Assist the housing and welfare manager with home visits to undertake periodic reviews.
- Attend the Resident Activity Forum meetings as directed by the Welfare and Housing Manager.



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- Assist in the implementation of an activity programme which caters to the needs of all QVSR residents / service users as directed.
- Assist the housing and welfare manager in activities which will provide programmes for resident training and development.
- Be aware of and follow the Welfare and Housing operational policies.
- Produce reports and statistical data as requested.
- Complete the daily contact sheet on Software Matters and submit for monitoring as requested.
- Complete daily handovers for the Night Team and Duty Managers.
- Provide feedback from service users on the quality of the welfare/housing service to the Welfare and Housing Manager.
- To check that all residents' data has been entered correctly onto the Software Matters database
- To conduct and audit of Residents accounts as required and report to the Welfare and Housing Manager to rectify any areas of concern
- To Administer the Birthday list monthly and liaise with Volunteers to ensure residents receive a birthday card
- To conduct interview assessments with potential residents and ensure all required data and administration is completed prior to admission and that admission criteria is fully met.
- Monitor resident arrears agreements and ensure that residents are adhering to them when collecting the service charge payments.

## Other Duties

- Assist the reception team with reception cover as and when required.
- Undertake as directed by the Welfare and Housing Manager any other duties that are reasonably commensurate with this post. All employees are expected to comply with the Health and Safety at Work Act and to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

<b>Persson Specification Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications/ Training	Educated to A Level or equivalent	<ul style="list-style-type: none"> <li>• Educated to Degree Level or equivalent</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Experience providing first class customer care, preferably in a housing environment.</li> <li>• Able to think clearly under pressure and tolerate confusion</li> <li>• Excellent people skills including Interpersonal skills; empathy and compassion.</li> <li>• Excellent communication and listening skills.</li> <li>• Comprehensive IT skills, incl. Microsoft office</li> <li>• Excellent verbal and written communication skills., administrative and organisational skills, including</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of financial hardship</li> <li>• Good networking skills; able to talk to all levels</li> <li>• Able to write clear and concise case reports</li> </ul>



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	<p>managing own workload and working to deadlines.</p> <ul style="list-style-type: none"> <li>• Able to always maintain confidentiality and service discretion.</li> <li>• Friendly and professional manner</li> <li>• Comfortable talking to people face-to-face or over the phone.</li> <li>• Handling welfare cases with sensitivity and empathy regarding the personal impact of the issues involved</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Providing welfare advice from more than one of the following key areas: debt, housing, benefits, disability or mental health, vulnerable Adults</li> <li>• Managing a complex caseload, with a variety of wellbeing and health needs</li> </ul>	<ul style="list-style-type: none"> <li>• Experience assessing care needs and ensuring the correct support is in place</li> <li>• Experience assessing when to signpost and when referrals should take place.</li> <li>• Working with volunteers</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of tenancy/housing management law and practice (including welfare benefits) and any other relevant legislation</li> <li>• Have knowledge of the benefits system and recent and forthcoming changes</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of issues affecting members of the Police Forces and their families</li> <li>• Devolved welfare and benefits in Wales, Northern Ireland, and Scotland</li> <li>• Safeguarding</li> </ul>

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.