

Abigail Housing

Relief Housing Support Worker

Outline of Job Description

Reviewed Nov 2018

Title: Relief Housing Support Worker

Salary. NJC SCP 21 - £10.65 per hour (+ £1.32/hr in lieu of holidays)
The worker will be able to claim travel costs at the Local Authority casual car users' or cyclists' rate.

Hours. As required to cover for sickness, leave and training.

Primary work base: Abigail Housing (AH)'s Leeds and Bradford offices

Responsible to: Abigail Board of Directors

Reports to: Line Manager

Background to the post

Abigail Housing provides accommodation and support to people made homeless at the end of the asylum process. This includes failed asylum seekers who cannot return safely to their country of origin and refugees who have recently been granted leave to remain.

Primary objectives of the post

Following induction and under the ongoing guidance and support of paid staff, to support asylum seekers and refugees living in AH accommodation, including support to people as they move on into social housing, 'Section 4' housing or take up Assisted Voluntary Return. To assist senior workers in maintenance and running of the houses AH has responsibility for, as well as to promote the work of the charity to ensure its continuation.

Key responsibilities and accountabilities

Refugee Resident Support

1. To liaise with referral agencies to establish effective working arrangements and then to process referrals.
2. To allocate vacant rooms in line with agreed allocation policies, including doing viewing and initial paper work.
3. To have responsibility for the general welfare of refugee residents, including initial assessments, completing Housing Benefit applications, assisting with any changes to existing benefit claims.
4. To provide ongoing support in managing benefit claims.
5. To collect and record Housing Benefit payments, service charges and rent payments for refugees who are working.
6. To manage residents' move on options, including supporting applications for social housing, organising homeless assessments, assisting with bidding and supporting actual move on.

7. To support residents in accessing other support services to ensure their needs are met in a number of areas: health, emotional, spiritual, physical etc.
8. To work with residents to maintain their licence or tenancy agreement and confront unacceptable behaviour, taking appropriate action where necessary.
9. To provide other integration support, as required, to refugee residents, including managing correspondence, dealing with family reunions and signposting to other services.
10. To maintain records of work with residents.
11. Respond to any other presenting needs of residents as required.

Asylum Seeker Resident Support

1. To process referrals for clients, liaising with referral agencies to establish effective working arrangements.
2. To have responsibility for the general welfare of destitute asylum seeker residents, assisting them in accessing other support services to ensure their needs are met in a number of areas: health, emotional, spiritual, physical etc, proof of which will be shown through clear record keeping.
3. To be responsible for the collection and distribution of weekly food parcels to the residents.
4. To be responsible for the distribution of residents' weekly cash allowances.
5. Respond to any other presenting needs of residents as required.

Property Management

1. To liaise with maintenance staff and landlords regarding repairs and servicing at houses.
2. To oversee health and safety to ensure the safety and welfare of residents, with particular regard to fire safety and keeping properties clean.
3. To ensure the houses are adequately furnished to meet residents' needs, and ensure appliances are working efficiently.
4. To oversee and manage the paying of utilities and council tax out of the charity's account.
5. To run house meetings for residents, as necessary.

Administration

1. To take responsibility for all related record keeping, including resident case notes, resident support sessions, rent records, food and other money paid to residents, petty cash records, payments for repairs and purchases needed for the properties.
2. To take care of all office equipment and office space.

Supervision, Accountability and Training

1. To work for periods of time alone, taking care to consult with management where needed.
2. Any other reasonable duties linked to the overall aims of the project as directed by the post holder's line manager

Decision making

The post holder will be able to liaise with other AH staff as long as the other project office is open but will probably spend time each day working alone and be expected to use their own initiative. They will be expected to work within current AH policy and guidelines at all times.

Assets, materials

The post holder will be based at AH's rented offices in Leeds and Bradford. These are located in LS6, Leeds and BD7 in Bradford.

The post holder will be responsible for the safekeeping of materials, equipment and cash belonging to the Project. They will adhere to the AH policies regarding health and safety and confidentiality.