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# Resettlement worker

## Role profile

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| <b>Job title:</b>  | Resettlement worker |
| <b>Department:</b> | Housing             |
| <b>Reports to:</b> | Team Leader         |
| <b>Location:</b>   | See advert          |

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### Overall Aim

- › To identify appropriate move on routes for all customers and provide practical support and guidance to help customers move on positively from the service.
- › To appropriately challenge unrealistic move on expectations of customers.
- › To work closely with support workers to ensure that an effective resettlement service is provided to customers.

### Key Responsibilities

- › To promote a variety of move on options in a variety of methods to customers including one to one contact, work shop sessions or drop-ins.
- › To build up links and maintain contacts with external agencies.
- › To build up and maintain a range of move-on resources to both independent and supported accommodation.
- › To develop and provide life-skills training to customers.
- › To build up good working relationships with Local Authority Housing Departments, Benefits Agency and Housing Benefit Offices in the areas to which customers are moving.
- › To explain fully to customers the financial and social implications of moving-on.
- › To provide practical assistance with all aspects of the move, including applying for grants, liaison with utility providers etc.
- › To accompany customers when viewing property and where appropriate to liaise with the housing agency on their tenancy support needs.
- › To encourage the use of recreational, educational and vocational facilities and to assist customers in employment opportunities.

- › To physically assist customers with the move into their new accommodation.
- › To provide planned support after the move to ensure that practical problems are resolved at the earliest opportunity.
- › To keep accurate records and update as appropriate including statistical information.
- › To ensure that all Evolve Housing + Support's policies and procedures are adhered to including financial procedures.
- › To ensure that customers are able to participate in all areas of service delivery and that all services are accessible and relevant to their needs.
- › To promote customer participation by providing information, advice and choices to enable individuals to participate more fully in daily decisions relating to them.
- › To assist customers in providing feedback on services through customers' and users' meetings, complaints, suggestions and use of questionnaires.
- › To be accessible and responsive at all times to customers' questions, concerns and requests for information.
- › To ensure that Evolve Equal Opportunities policy and procedures are actively promoted in all areas of work and that services are relevant and accessible to all individuals.

### **Housing Management**

- › To ensure that all voids are advertised and lettings made promptly.
- › To support customers to pay their service charges, including providing advice on benefits and debt management. To ensure that all Housing benefit claims are in payment and promptly deal with any housing benefit issues.
- › To be accessible and responsive at all times to customers' concerns and requests for information.
- › To support and advise customers on matters relating to their occupancy agreements.
- › To deal with breaches of occupancy agreements sensitively and efficiently, in accordance with warnings and appeal procedure.
- › To actively promote customer involvement at all times.
- › To respond in a proactive manner to customer and neighbour disputes.
- › To produce monitoring records including rent, supporting people monitoring information and CORE reports.
- › To report repairs and maintenance in accordance with policy and procedure.

### **Administration**

- › To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.
- › To provide accurately and timely reports regarding all aspects of resettlement.

### **General**

- › To work with colleagues in responding to customer situations and ensuring the smooth running of the service.
- › To promote the work of Evolve Housing + Support to other organisations.
- › To attend internal and external meetings where appropriate and as requested.
- › To keep accurate records including statistical information where appropriate.
- › To provide written reports as requested.
- › To be accountable for your workload and movements to both your line manager and the appropriate scheme manager(s).
- › To carry out responsibilities of the post with due regard to Evolve Equal Opportunities Policy.
- › To maintain and develop good relationships within Evolve and with the local community.
- › Any other duties, which from time to time may be, ascribed according to the exigencies of the Association, but within the general purpose of this Job Description.

This job description provides an indication of the roles and responsibilities for the post of Resettlement Worker, but should not be construed as an exclusive list of the duties that the post holder may be asked to undertake.

Please also be aware of and follow Evolve policies and procedures with particular attention to health and safety, equality and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Evolve reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the role.

## Person specification

We want the post holder to be able to demonstrate the following competencies to a high level: We will be looking for evidence of all these key competencies during the selection process.

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### Experience & qualifications

- › Experience of working with single homeless people and helping them move on to more independent accommodation.
- › Experience of providing advice, information and support.

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### Knowledge

- › Knowledge and understanding of the issues facing single homeless people.
- › Knowledge of the move on resources available to the client group.
- › Understanding of issues of alcohol and drug misuse.
- › Knowledge of and commitment to Equal Opportunities.

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### Skills

- › Effective communication skills.
- › Ability to write clear reports and letters.
- › Effective assessment skills.
- › Ability to work on own initiative and as part of a team.
- › To be able to participate in emergency on-call rota.

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### Other requirements

- › Willingness to work flexibly in response to changing organisational requirements
  - › The ability to work occasional evenings/weekends
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