



Sheltered Housing Support Officer - Category 1 Sheltered Housing

Salary: Band 5 - £26,473 - £28,239 p.a.

37 hours per week; Monday - Friday 9am - 5pm (4pm on a Friday)

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults, and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service

Housing, Neighbourhood & Building Services

The overall purpose of Sheltered Housing is to provide the right accommodation and support when needed.

Sheltered Housing promote independent living for residents, with the reassurance that someone is on hand to give support and to help in an emergency. Residents have their own tenancy agreement with Portsmouth City Council therefore residents can live independently in their own accommodation, but with support available as needed. There are shared areas in the sheltered scheme in which residents can meet and enjoy some social activities.

As a service we take pride in making a positive difference in helping our residents maintain their independence in their homes. The Sheltered Housing Support Officer role is a crucial one in ensuring that we can meet our purpose.

What is the role?

Residents in Sheltered Housing have a range of physical and mental health needs which means that they need our support to maintain their independence. You will work to achieve this as per the Sheltered Housing Support Officer.

You will be working as a Cat 1 Sheltered Housing Support Officer providing advice and support to residents living in Cat 1 Sheltered Housing schemes across the Portsmouth area. You will be supporting residents living in this area and will work from an office close by.

Part of your role will mean meeting and greeting new residents, introducing them to the Cat 1 Sheltered Housing Service and making them aware of the service they can expect to receive. You will be responsible for progressing and following up any support actions that will enable to resident to remain able to live independently.

You will act as an advocate for residents when working with other agencies and you will be acting as a link to social services and mental health services. You



will be responsible for ensuring the completion and updating of needs, risk and support plans and ensuring that identified follow up actions are taken. This may include offering advice and signposting to the correct agencies to help with financial issues including payment of rent and bills, arranging for support with daily chores and shopping and helping residents arrange repairs, where relevant

You will also respond to incidents & problems relating to the residents, to accurately record information and incident reports and liaise with members of the residents' families. Where appropriate you will have the responsibility for raising Safeguarding alerts. In addition, you will also encourage social activities in the scheme.

You will have overall responsibility for the security and safety in relation to the welfare of residents. You will also be responsible for carrying out pull cord checks in resident's homes to ensure that all equipment is in working order.

You will form part of the Sheltered Housing Team. However, as a Cat 1 Sheltered Housing Support Officer you will spend a lot of your time as a lone worker in the scheme you are based. You will need to be confident in making on the spot decisions and following these through. You will also need to be flexible as you may be required to cover other schemes at short notice in the event of an emergency.

All resident records are held electronically, and you will need to have a basic understanding of Microsoft systems including Outlook, Share point, Word and Excel to be able to do the role.

Who is the person?

You need to have:

1. Experience of working directly (face to face) with people.
2. Understand the impact of physical and mental health issues experienced by older persons.
3. Be a good listener with a calm manner, with the ability to converse at ease with customers and provide advice in accurate spoken English.
4. Have the confidence to advocate for residents when needed and to work proactively with other professionals to achieve positive outcomes for residents.
5. Have an awareness of the importance of confidentiality when working with residents, in particular regards to GDPR requirements.
6. Be a strong team player and willing to support those in your team when they are facing challenges.
7. Understand the need for you to maintain appropriate professional boundaries with residents that you are supporting.
8. Understand the role of Social Services, Health Services and voluntary agencies in the provision of services to people and be able to work with them with the purpose of achieving the best outcome for service users.



9. Have good written skills as you will need to be able to write concise notes in residents files, respond to complaints and compile reports, for example in relation to Safeguarding matters.
10. The ability to prioritise workloads and self-manage your time effectively to meet the different needs of each resident.
11. Have basic IT skills, including the use of Microsoft Outlook and Word/Excel and be able to use in house databases as required.
12. Hold a full UK driving license and have access to a vehicle for work.

If you would like to find out more about this role, please call Gill Clark on 07949 424138.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

Please detail your full employment history with dates and explain any gaps. Please also include references from your last 2 years employment - these must be managerial (no personal references).

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full notice.

Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application

Signed.....Dated.....



You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.