

JOB DESCRIPTION

Post: Support Outreach Assistant

Reports to: Accommodation Services Manager

Main Purpose of the job

To provide a first class, responsive outreach/support service to all Veterans in the Transitional Supported Accommodation (TSA) including the promotion of a good community spirit and an inclusive environment within the accommodation.

To provide support, advice, and assistance to all tenants throughout their time in TSA and when moving from temporary supported accommodation into their own tenancy.

Duties and Responsibilities

1. Act as point of contact for veterans in need of emotional support by listening and empathising to improve their wellbeing and experience in the TSA.
2. Give support to Veterans dealing with relationship difficulties, bereavement, parenting skills, childcare etc.
3. Be prepared to offer solutions and compromises when handling disputes and be prepared to escalate more serious issues through the appropriate channels.
4. Maintain records of all sessions with tenants (time, date and length of session)
5. Encourage tenants to take part in communal activities and community projects to build their confidence.
6. Organise and run social events for the tenants in the TSA.
7. Establish and enhance good communications with tenants.
8. Maintain a spirit of community in the TSA.
9. Foster positive experiences and relationships within the TSA.
10. Respond to any personal challenges and emotional issues with empathy.
11. Maintain and where possible, enhance tenants' dignity, privacy, choice, safety and support equality & diversity.
12. Providing a robust, yet balanced, approach to ensure individual behaviour does not adversely impact upon other tenants.
13. Support tenants to attend appointments.
14. Provide tenancy sustainment advice/support to veterans moving on.
15. Organise welcome packs for new residents.
16. Support tenants to ensure a smooth transition into their own tenancy.
17. Assist with the preparation of accommodation for new tenants.
18. Maintain the standard of accommodation by carrying out accommodation checks.
19. Encourage and motivate tenants to engage and take part in positive activities within the community.
20. Act as point of contact for Veterans who need support/advice/guidance after leaving the accommodation.

PERSON SPECIFICATION

No	Applicant criteria for post	Essential	Desirable
1	Experience of working effectively as part of a team, the ability to provide support and encouragement to tenants and establish good professional relationships with colleagues.	√	
2	Tactful and discrete	√	
3	Ability to resolve conflict	√	
4	Engaging and supportive	√	

5	Approachable and trustworthy	√	
6	Good listener and friendly	√	
7	Caring and understanding	√	
8	Professional and helpful	√	
9	ASIST training		√
10	Mental Health First Aid		√
11	Drug awareness training		√
12	Alcohol awareness training		√
13	Adult support & protection training		√
14	Safe talk training		√
15	Excellent listening and empathy skills	√	
16	Ability to react quickly to challenging situations	√	
17	Experience working with vulnerable adults	√	
18	Experience in a similar role/organisation	√	
19	Ability to motivate people	√	
20	Good communication skills	√	
21	Full driving license	√	
22	Awareness of UC/DWP/tenancy management etc.	√	