



Housing Assistant Role Profile

Working to Blue Triangle's values, vision and mission, you will work as part of a team providing safe, secure, supported accommodation for homeless people. You will provide the highest possible quality of housing management service to our supported people to ensure they are able to sustain their tenancy.

OUR VALUES

We are a social care organisation that supports over 400 people every day, across ten local authorities. We provide adults and young people with safe, psychologically informed supports and provide housing solutions across Scotland. Our staff are trauma-informed, championing the rights of our supported people and helping them overcome barriers through the delivery of our values, Kind; Passionate; and Creative.

MAIN DUTIES AND RESPONSIBILITIES

1. To maintain and update all recording systems and documentation in line with relevant policies, procedures and practice guidelines, including the occupancy agreement, within required timeframes.
2. To ensure the health and wellbeing of supported people by safeguarding, carrying out risk assessments and following policies and procedures
3. To ensure that all referrals, admissions and discharges are administered in line with local procedures.
4. To admit emergency referrals to the service at any time (where applicable).
5. To work proactively with other statutory and voluntary agencies in order to provide signposting for supported people.
6. To ensure that standards of health, safety and security are maintained in all areas by undertaking regular inspections, risk assessments and checks, and actioning/reporting as required. This includes cleaning duties and maintenance.
7. To adhere to safe systems of work and risk assessments, contributing to review processes/paperwork and updates as required.
8. To be responsible for working in partnership with the supported person and third parties (e.g. benefit agencies and employers) to ensure that occupancy charges, service charges and any other charges are made timeously.
9. To adhere to Blue Triangle and project financial risk management processes for all financial transactions (e.g., petty cash, supported persons' rent, etc).
10. To ensure that the building security, this may include shifts at night-time, is effectively managed through personal observation, general awareness and routine checks.
11. To be responsible for own Continuing Professional Development (CPD) learning and contributing positively to the development of the business, ensuring appropriate systems are followed and recorded.

12. To communicate and act clearly and appropriately in all circumstances, in line with data protection, confidentiality and all statutory requirements, including team meetings.
13. To undertake any other reasonable duties as delegated by the Service Manager.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> Willingness and ability to work towards SVQ in Social Services and Healthcare at SCQF level 6 or 7 (SVQ 3) 	<ul style="list-style-type: none"> HNC or SVQ in Social Services and Healthcare at SCQF level 6 or 7 (SVQ 3) Lived experience or personal understanding of trauma.
Knowledge	<ul style="list-style-type: none"> Homelessness and its effects. Awareness of drug and alcohol issues. Awareness of the services provided by Blue Triangle. 	<ul style="list-style-type: none"> Tenancy sustainment National Care Standards Scottish Social Services Council (SSSC) Codes of Practice
Experience	<ul style="list-style-type: none"> Experience of working with vulnerable people and challenging behaviour. This can be from personal, voluntary and/or professional experience. Experience of undertaking tasks in a lone working environment. 	<ul style="list-style-type: none"> Experience of working with homeless people and/or addiction issues. Experience of providing direct support to people who use social care services. Direct experience of working with people who are at times chaotic and marginalised, whose behaviours can challenge services, and supporting them to become more socially integrated and able to access services.
Skills / Abilities	<ul style="list-style-type: none"> Demonstrate excellent interpersonal skills in order to communicate well with supported people and colleagues at all levels in the organisation. Communicate well in all ways (verbal and written) Basic IT skills 	<ul style="list-style-type: none"> Planning/organising work Ability to identify potential issues Ability to problem solve
Personal Qualities	<ul style="list-style-type: none"> Personal values in line with Blue Triangle's values. Flexible, adaptable and reliable. Friendly, calm and personable. Patient, resilient and tolerant. Compassionate. 	



Personal Circumstances	<ul style="list-style-type: none">• Ability to work flexible shift patterns.	
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