

JOB PROFILE

JOB TITLE: Support Assistant (Casual)

JOB ROLE: To assist in delivery of supported housing service to homeless and vulnerable households

KEY ACCOUNTABILITIES:

1. To work as part of a team providing temporary supported housing, advice, information and resettlement services to homeless and vulnerable households with complex needs.
2. Provide emergency cover when needed to cover gaps in staff rota including evening, weekend or overnight cover at the homeless person's scheme.
3. Ensure compliance with H&S and security at the Homeless Unit as directed by Supported Housing Manager and Team Leader.
4. Provide concierge and access control - to assist in ensuring the welfare of residents at HPU.
5. Ensure all resident contact is logged and information is passed to correct person. Take telephone calls for any out of hour's service requests.
6. To be a proactive member of the team, continually seeking to improve and develop own skills and the performance of the team and comply with Jigsaw's policies, procedures and values at all times.

TRAINING AND DEVELOPMENT PROFILE:

- Welfare benefits
- Customer Care
- Health and safety
- Dealing with violence and aggression
- Drug, alcohol and mental health awareness
- Understanding needs of homeless households
- Supported Housing services
- Team working
- Communication skills
- Relevant I.T. skills

COMPETENCY PROFILE:

- Honesty and company loyalty
- Understands the whole business
- Focussed on customer
- Looks for ways to improve the service
- Cost consciousness
- Working together
- Communicates well
- Takes responsibility for own performance
- Technical/professional competence

