

# housing assistant

## Job description & person specification (approved Jan 23)

### About us

Scottish Veterans' Residences (SVR) was established in 2019 following the merger of SVR and Scottish Veterans' Housing Association. We date back to 1910 and we are Scotland's oldest military charity. We undertake charitable giving and provides supported housing for homeless Veterans and former members of the Merchant Marine who are in need. As well as person-centred housing support we offer a range of recreational activities and a counselling service.

We are a Registered Social Landlord and are regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of our work can be found at: [www.svronline.org](http://www.svronline.org).

Supported accommodation is provided at our three Residences:

[Whitefoord House](#)  
[Edinburgh](#)

[Rosendael, Broughty Ferry](#)  
[Dundee](#)

[Bellrock Close](#)  
[Glasgow](#)

**Our Vision:** All Veterans living as independently as they are able, in a place they are proud to call home.

**Our Values:** Dignity and Respect                      Unity of Purpose                      Expert provision of Service

**Our Mission:** To provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able to return to independent living.

### Post details

|                       |  |                     |                  |
|-----------------------|--|---------------------|------------------|
| <b>Job Title</b>      | Housing Assistant                          | <b>Line Manager</b> | Deputy Manager   |
| <b>Hours</b>          | 37.5 hours weekly on 4 week repeating rota | <b>Salary band</b>  | £27,071 pro rata |
| <b>Place of Work</b>  | Rosendael, Broughty Ferry, Dundee          |                     |                  |
| <b>Direct reports</b> | n/a  |                     |                  |

We offer an excellent remuneration package, plus additional benefits, pension, and 30 days annual holiday.

### About you

You are a positive and enthusiastic professional, experienced in the delivery of intensive housing management within a grouped living environment or similar. You will support the implementation of our Vision and Mission, applying our Values to deliver the safety, health, comfort, and welfare of residents in line with the Care Inspectorate's Health and Social Care Standards.

You are an effective communicator and have excellent interpersonal skills; the ability to work as part of a team and as a lone worker. Knowledge of housing related issues including HMO and associated policies and procedures are an advantage.

It is essential that you have or are willing to work towards achieving an SVQ Level 2 in Housing or equivalent qualification or above for this grade of post within 18 months of commencement. And, secure and maintain registration with the Scottish Social Services Council and PVG scheme.

### Summary purpose of job

The Housing Assistant proactively assist Veterans comply with their terms of occupancy, liaise with housing support staff and assist with the delivery of resident activities.

### Main responsibilities

- To provide proactive, effective front line, intensive housing management to Veterans.
- Actively monitor the security of the residence and respond professionally to incidents that occur.
- Use provided IT to record contact with Veterans.
- Proactively promote, encourage and assist with activities designed to improve Veterans' wellbeing.
- Carry out duties in accordance with our Vision, Values and Mission.
- Ensure compliance with General Data Protection Regulations.

### Housing responsibilities

- Proactively enforce the Occupancy/Tenancy agreement, monitor and report antisocial behaviour, rent arrears, recharges, utilities, etc., including regular patrols.
- Assist residents understand their Occupancy/Tenancy agreement, intervening and providing corrective advice where required.
- Conduct and record resident interaction, accommodation checks and risk assessments.
- Assist Veterans to establish themselves within their residence, providing onboarding advice and information.
- Assist Veterans to manage their finances and debts effectively to meet their goals.
- Assist Veterans to secure health services to meet their needs.
- Assist Veterans to address addiction issues.
- Signpost and refer Veterans to other services.

### Residence responsibilities

- Act as gatekeeper for all callers and deliveries to the residence, ensuring compliance with security requirements.
- Conduct and record building security checks.
- Work as a lone worker using supplied security assistance equipment effectively.
- Act as fire warden and participate in fire alarm checks and drills.
- If instructed, attend the dining room at mealtimes & assist residents with meal delivery.
- Ensure compliance with health and safety & risk management requirements.

### Activities responsibilities

- Proactively encourage and assist Veterans to participate in physical, outdoors, art and other activities to improve Veteran wellbeing.
- Organise and host activities in the residence in line with health and safety & risk management processes.

### General responsibilities

- Liaise proactively and effectively with other team members throughout SVR including management, housing support, administration, catering, building maintenance and domestic staff.
- Comply with staff handbook.
- Comply with PPE requirements.
- Monitor and report on allocated KPIs.
- Provide reports as reasonably requested by line manager.
- From time to time, carry out any other duty as reasonably requested by the Manager.

### Person Specification

The essential qualifications and characteristics that will be required of the person undertaking the role are:

| Item   | Essential (E)<br>or<br>Desirable (D) | Application (A)<br>or<br>Interview (I) |
|--|--------------------------------------|--|
| 2 years experience delivering housing management in supported housing or equivalent. | E                                    | A/I                                    |
| Experience of developing and delivering focused activities.                          | D                                    | A/I                                    |

|  |   |     |
|--|---|-----|
| Experience of working with Veterans with addiction issues                  | D | A/I |
| Experience of working with Veterans with physical and mental health issues | D | A/I |
| Experience of using IT systems to record service user contact              | E | A/I |
| Experience of assisting clients income and budgeting                       | E | A/I |
| Experience of working with external agencies                               | E | A/I |
| Experience of working with military Veterans                               | D | A/I |
| Experience of working in a House in Multiple Occupation                    | D | A/I |
| Experience of lone working   | D | A/I |
| Full UK driving licence  | D | A/I |

End.