



## **RELIEF WORKER**

### **JOB DESCRIPTION**

**Hourly rate**  
**£10- £10.19 per hour**

**Reporting to**  
**Scheme**  
**Team Leader**

**Direct report for**  
**NA**

### **JOB PURPOSE**

As a Relief Worker you'll provide support and advice to people experiencing homelessness. You'll make sure customers feel comfortable, can manage their tenancy and signpost to other support such as housing, health and welfare. As a Relief Worker you'll work flexibly on an ad-hoc or temporary basis and pick up shifts that work best for you.

## **ABOUT US**

At Concrete, we believe a simple truth that everyone deserves a place to call home.

We're here to change the present and the futures of the many without a plan, without a voice and without a home by leading the charge to erase homelessness within our community for good. Join us on our fight to make homelessness history across Staffordshire, Cheshire and everywhere.

# ROLE RESPONSIBILITIES

## Key responsibilities

- As a Relief Worker you'll work flexibly on an ad-hoc or temporary basis and pick up shifts that work best for you.
- Provide and maintain a friendly and supportive environment at schemes.
- Cover reception tasks including phone calls, post and enquiries.
- Support customers in managing their rent and service charge payments, including their benefit claims where necessary.
- Be aware of who enters and exits the building to maintain the safety and security of the building and the residents living there.
- Undertake regular health and safety room checks.
- Support customers and provide crisis intervention where necessary.
- Provide advice on housing, health, welfare benefit claims and other issues as necessary.
- Arrange appointments for customers with services such as GPs and DWP and accompany customers on visits to other services if needed.
- Diffuse difficult or dangerous situations and resolve conflict between customers effectively and sensitively. Reach out for assistance from other staff or external emergency services when necessary.
- Respond to concerns from neighbours appropriately.

## Property management

- You'll complete detailed sign-ups to make sure new customers understand their rights and responsibilities. Assist with all areas of move-in to make sure new customers feel comfortable and informed about their tenure agreement, the local area and other services.
- You'll need to contribute to the service's income through the minimisation of void loss and arrears by:
  - Reporting, monitoring and following up maintenance jobs until completion.
  - Making sure key customer income is maximised by accessing appropriate benefits.
  - Monitoring and addressing arrears with customers before they accumulate.
  - Participating in the scheme's housing management procedures such as room checks, locality checks and health and safety.
  - Preparing void rooms for letting within agreed target times and carrying out initial needs assessments and interviews.
  - Making sure the project and its grounds are kept clean and safe, both internally and externally.
  - Carrying out regular checks of fire alarm, emergency call systems and fire drills as agreed with the Scheme Team Leader.
  - Carrying out visits to make sure the impact of anti-social behaviour is minimised.

## Financial and administrative duties

- Assist on prompting and recording weekly rent and service charges, maintain customer rent records and make sure arrears are managed in line with the service policy.
- Assist on liaising with the housing benefit department and benefits agencies to make sure customers and the service receive all money due to them.
- Under the direction of the Team Leader, take lead on keeping accurate daily records of petty cash, service charges and other money in the scheme.
- Prepare sign up and booking-in documents, including housing benefit forms for new customers.
- Maintain a high standard of record keeping. Keep all financial and administrative systems up-to-date and in line with policy.

## **Key contacts**

- Service Team Leader

## **Health and safety**

- You will need to make sure that all of our Group health and safety guidelines and fire regulations set out in our policies are met, follow our safe working practices and complete online health and safety and fire training.

## **General**

- Be aware of and follow all Group policies
- Have regular 'My Check In' sessions throughout the year to monitor your objectives, track your progress and to support your personal development and wellbeing.
- Cover for other staff members as and when required – this might include covering shifts in other 24/7 schemes.
- Put your own unique stamp on the role and take on any other duties within the scope of your position.
- Take part in training courses needed to fulfil your role

# RELIEF WORKER

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND SPECIFIC TRAINING	<ul style="list-style-type: none"> <li>Educated to GCSE level and/or good level of maths and English.</li> </ul>	
EXPERIENCE	<ul style="list-style-type: none"> <li>Some experience of dealing with the public and/or customers in a busy service environment.</li> <li>Some experience dealing with complex and difficult behaviours in relation to people experiencing multiple disadvantages.</li> <li>Personal experience of homelessness/ multiple disadvantages or an understanding of it.</li> </ul>	.
KNOWLEDGE	<ul style="list-style-type: none"> <li>Knowledge of confidentiality and the importance of discretion in relation to maintaining professional boundaries.</li> <li>Knowledge of how to support vulnerable people. Have a genuine interest in helping vulnerable people make changes in their life.</li> </ul>	
SKILLS	<ul style="list-style-type: none"> <li>Good written and verbal communication skills with the ability to communicate effectively with different people to build strong partnerships with customers and external stakeholders.</li> <li>Good administrative and organisational skills. Be able to familiarise yourself with IT applications and basic computer skills such as using email, monitoring CCTV and maintaining clear and accurate records.</li> <li>A willingness to develop skills to support people in difficult personal or emotional situations.</li> <li>Be able to use your initiative and professional judgement to identify what action is required and take the appropriate measures.</li> <li>Be able to maintain enthusiasm for a high level of contact with clients on a day-to-day basis and be able to develop these skills.</li> </ul>	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> <li>Empathy with the issues faced by people impacted by homelessness or experiencing multiple disadvantages.</li> <li>A good level of self-awareness and a positive, can-do attitude.</li> <li>A commitment to continuous self-development and the ability to constructively challenge others and be challenged. Able to give and receive or seek feedback.</li> <li>Be able to exercise professional judgement when escalating concerns.</li> <li>Be flexible, open to change and able to drive and support others to achieve continuous improvement.</li> </ul>	

	<ul style="list-style-type: none"> <li>Have a genuine interest in and a commitment to Concrete's work and customer group.</li> </ul>	
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> <li>An understanding of and commitment to equality and diversity.</li> <li>Able to work shifts on a seven-day rota including mornings, evenings, weekends and bank holidays including Christmas Eve/Day and New Year's Eve/Day.</li> </ul>	

## Concrete is a part of Honeycomb Group



HONEYCOMB  
GROUP

Honeycomb Group is a Group of brands dedicated to making this region and the surrounding areas vibrant. Together we're a team of people working to create more opportunities for everyone in our local communities.

Our Honeycomb Group values are what connects us and keep us working together in the same direction:

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine	Never shut the door	Chase curiosity & ambition	Be a leader in the field	Come together
Be authentic Don't take yourself too seriously Create a customer experience they'll never forget When in doubt smile	No hierachy Don't hear what you want - listen Be open & flexible Always think about others	Commit to the challenge Fuel your passion Put heart into your work Create a no-fear culture 	Don't manage inspire Take initiative, step up even if it's not your job Follow your gut No blame culture Be confident	Seek value from others Be a team player Chip in when others need help Act in the best interest of everyone