

Job Description

Job title:	Senior Customer Support Worker
Reports to:	Services Manager
Responsible for	Front line staff which may include Customer Support Workers, Pathway Workers, Caretakers and Domestic Workers.

Threshold works with vulnerable and homeless people to help them to achieve independence. We are an organisation that is customer focussed and high performing. Threshold aims to deliver innovative, enterprising and holistic services.

All our staff must:

- have customers at the heart of everything they do
- exceed expectations
- achieve GREAT outcomes

Working together, we can transform lives and sustain communities

Overall Job Role

A Threshold Senior Customer Support Worker creatively leads, motivates and coaches a team of front line workers to provide safe, high quality, customer-focused services.

Strong housing management and housing related support is at the heart of the role allowing teams to motivate, engage and inspire customers on their move on journey.

Specific support requirements will depend on the customer group and the requirements of the service contracts.

There is a strong focus on customer involvement and the continuous development of existing services.

Team Responsibilities

All Threshold staff have a responsibility to think about the team they work in and support colleagues to deliver safe and effective services which includes to

- actively contribute to Threshold's management team to ensure mutual understanding of priorities and the promotion of overall continuous improvement
- contribute to corporate initiatives where required, inputting creatively to the future development of Threshold's objectives
- promote Threshold's values and vision to staff, customers and external stakeholders
- maintain a clear understanding of the priorities of front line staff, and appreciation of the expectations of customers
- uphold the ethics and values of Threshold and challenge others when these are not being demonstrated
- abide by Threshold's values and corporate behaviours in all interactions with colleagues, customers, partner organisations and external agencies
- ensure that Threshold's policies and procedures, specifically those on housing management, health and safety, safeguarding, confidentiality and data protection, are followed
- attend and contribute to regular team meetings and staff meetings in the organisation
- participate in regular one to one sessions with the line manager
- participate in Threshold's performance management procedures, including interim and annual appraisal meetings
- participate in training and development events and activities as appropriate
- be adaptable to the changing needs of the organisation which may require developmental changes in skills in order to accomplish new activities
- undertake other duties as may be required, commensurate with this level of responsibility

Key Accountabilities

The key responsibilities are themed to meet our core outcomes

Achieve Economic Wellbeing

- working collaboratively with the Operational Manager, Services Manager and central support staff in Threshold to deliver the contracted performance requirements, providing data and statistical returns as required.
- nurturing a performance related culture in all staff to achieve occupancy and income collection targets and other key performance indicators/outcomes

Stay Safe

- ensuring that communication systems are effective regularly updating and informing line managers of all relevant events, incidents or emergencies
- dealing sensitively but firmly with any incidents within the service and ensure that customers conform to the relevant occupancy agreement and house rules
- ensuring compliance with housing law and best practice

Be Healthy (Staffing)

- being responsible for the line management of the front line staff assigned to the service including induction, training, one to one meetings, performance reviews, disciplinary matters, monitoring annual leave, sickness absence and staff welfare
- participating in a rota system of shift duties as appropriate, including participation in the Threshold out of hours on call rota

Enjoy and Achieve (Customers) - enabling and motivating teams to

- proactively work with colleagues to deliver an inspirational programme of opportunities for individual and groups of customers to achieve their goals
- provide advice and help with benefits, budgeting, neighbour relations, training education, accessing volunteering and employment opportunities, paying rent and bills, and health and safety within the accommodation
- motivate and challenge customers to access community resources, and offer personal/ emotional support on their journey to move on
- coach customers to take 'responsibility for self' and ensure a motivational positive environment in all interactions
- Record and monitor progress of each customer; regularly review the support

Make a Positive Contribution

- Planning and coordinating service delivery, and work within the team to ensure that clearly defined outcomes are delivered for customers and that appropriate staffing levels are maintained.
- Providing a holistic and personalised support package for customers and liaise with other agencies to ensure support is provided.
- Promoting and encouraging customer consultation, involvement and opportunities, and continuously seek to improve services.

NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken.

Competencies

The competencies required for the role of Senior Customer Support Worker include the ability to:

- Work within a team environment, demonstrating flexibility and tolerance
- Listen and communicate proactively with a diverse range of people both inside Threshold and externally
- Behave consistently, demonstrating personal values and standards that complement those of Threshold

- Bring a sense of purpose to situations, initiating action, giving direction and taking responsibility
- Remain focused on achieving service outcomes in changing and challenging environments
- Remain confident and resilient when dealing with challenging situations
- Set a positive example to encourage people to commit to the task in hand and, where necessary, commit additional time and effort in order to achieve their key objectives
- Adopt a positive and creative approach to solving problems
- Encourage others to develop ideas, new options and imaginative solutions.
- Relate to people with a self-assured and relaxed manner
- Communicate effectively with a diverse range of people both inside Threshold and externally
- Demonstrate awareness of equality and diversity

Corporate Behaviours

All Threshold staff have a responsibility for demonstrating behaviours which are:

- Manages expectations
- Genuinely cares
- Values differences
- Builds trust and empathy
- Enjoys work
- Thinks innovatively
- Challenges and learns
- Makes things happen

Person Specification

	Essential	Desirable
Qualifications Relevant NVQs in social care or housing	√	
Experience Supervising or managing staff Working in housing, social care or a related field Working in partnership with other organisations and agencies Working with vulnerable customer groups Basic administration and office procedures	√ √ √ √ √	
Knowledge Knowledge of the supported housing sector Awareness of regulatory and legislative frameworks The Supporting People programme Understanding of equality and diversity issues Child protection, housing, supported housing, homelessness Welfare rights and benefits system Health & safety in supported housing	√ √ √ √ √ √ √	
Skills Communication and interpersonal skills Ability to build and maintain effective working relationships Influencing skills Leadership and motivation skills Coaching and delegation Competent IT skills Ability to organise own work and time	√ √ √ √ √ √ √	
Attributes Attention to detail and accuracy Forward thinking, positive attitude Resourceful and innovative approach to problems Willingness to take responsibility for getting the job done to required standards Persistence and determination Able to work unsupervised	√ √ √ √ √ √	

Personal Circumstances Able to work unsocial hours (evenings and weekends and public holidays) Able to participate in an out of hours on-call duty roster	√ √	
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