

Job Description

Job title:	Customer Support Worker
Reports to:	Senior Customer Support Worker, Senior Pathway Worker (and indirectly Operational Manager and Services Manager)

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 Customer Support Worker works creatively as part of a team providing housing related support, motivation, information and advice to customers. The role works side by side with Pathway Workers and partnership colleagues to ensure that high quality housing management and support service are provided.

Customer Support Workers act as the case-coordinators for customers, working with the team and individuals to identify desired outcomes and milestones, always encouraging customers to make informed decisions and achieve greater independence.

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:

- demonstrate Threshold's values and behaviours in all interactions with colleagues, customers, partner organisations and external agencies.
- ensure Threshold's policies and procedure, specifically those on housing management, health and safety, safeguarding, confidentiality and data protection, are followed.
- demonstrate awareness of equality and diversity.
- attend and contribute to regular team meetings and staff meetings.
- participate in regular one to one meetings 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.
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Key accountabilities

The key responsibilities are themed to meet our core outcomes

Achieving economic wellbeing

- provide an intensive housing management function including maximising occupancy, rental income and ensuring customers take up their full benefit entitlement, that housing benefit claims are submitted in a timely accurate manner and arrears and bad debts actively pursued.

Stay safe

- support the safe admission of customers based on local procedures
- deal sensitively but firmly with any incidents within the service and ensure that customers conform to the occupancy agreement and house rules
- ensure a welcoming and safe environment for customers and others using the facilities and service provided by Threshold. Working with the team to rectify and report repairs
- ensure furnishings and equipment are maintained to a high standard. Including preparing rooms ready for relets.

Be healthy (staffing)

- work in a multi skilled team across a range of sites
- manage a caseload across a range of sites
- participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays.

Enjoy and achieve (customers)

- 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 contract including negotiating the move on strategy.

Make a positive contribution

- Work with team members to ensure that resettlement needs are met and service delivery is maintained.

N.B. 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 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.
- Remain confident and resilient when dealing with challenging situations.
- Relate to people with a self-assured and relaxed manner.
- Remain focused on delivering service outcomes to the agreed standards.
- Adapt and respond positively to change.
- Adopt a positive and creative approach to solving problems.
- 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 welfare, health & safety		√
Experience Working in housing, social care or a related field Working with vulnerable customer groups Basic administration and record keeping	√ √ √	
Knowledge 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 Build and maintain effective working relationships Basic IT skills Ability to organise own work and time Numeracy and ability to record cash transactions	√ √ √ √ √	
Attributes Attention to detail and accuracy Able to maintain confidentiality 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)	√	