

## **FUSION HOUSING - Job Description**

<b>Job Title</b>	<b>Better Outcomes Service - Resource Worker</b>
<b>Department</b>	<b>Housing Support Service</b>
<b>Location</b>	<b>Huddersfield</b>
<b>Responsible to</b>	<b>Lead Contract Officer</b>
<b>Hours</b>	<b>28 to 37 per week</b>

### **Main Objectives**

To co-ordinate the provision of resources and provide administrative support to ensure the effective running of Fusion's KBOP services, (Kirklees Better Outcomes Partnership) including Housing Related Support, the Tenancy Deposit Scheme (TDS), and KBOP Learning activities.

### **Key Responsibilities & Duties**

- Support the Contracts Lead and KBOP Management Team in the effective monitoring of performance
- Compile and collate information for the KBOP contract as required
- Act as a point of contact for enquiries related to KBOP provision
- Create, collate and distribute marketing and other key information
- Support the KBOP Tutor in the administration, preparation and follow up of courses
- Support the Landlord Liaison Officers with the administration of the TDS scheme
- Development and management of administrative systems as required
- Provide administrative support for relevant meetings and other tasks as directed by the Lead Contract Officer / KBOP Management Team

### **Role Specific Duties**

1. To assist Initial Contact staff in ensuring that the interview rooms are stocked with appropriate forms, leaflets and stationary required by the KBOP Service and ensure that appropriate literature and publicity is displayed in the waiting and interview rooms.
2. To manage and monitor consent forms
3. To update FHIS and CDP-Soft as necessary
4. To support the Lead Contract Officer with monitoring and performance data, reports and related information
5. To carry out background checks on KBOP/ KBOP TDS participants when required.
6. To carry out administrative duties relating to KBOP learning provision, including but not limited to: the production of learning portfolios and information packs, compiling portfolios for submission, collation of data from L&E Plans, maintenance of course registers and attendance data, contact with learners, maintenance of referral spreadsheets, course marketing, monitoring IT loans/useage by participants
7. To carry out administrative duties relating to KBOP TDS provision, including but not limited to: producing and issuing Landlord and Tenant Packs, maintaining and monitoring Gas and Electrical Safety records, maintaining and monitoring Bond records, spreadsheet and system maintenance, landlord liaison.
8. To provide regular monitoring data at the direction of the Lead Contract Officer, using agreed systems and templates
9. To book external Interpreters as requested.
10. To maintain any necessary archiving systems

11. To take minutes for meetings and carry out other administrative tasks as required.
12. To ensure any paperwork required is maintained and correctly printed.
13. To ensure that publicity material is available to external agencies and arrange stalls at outside events when needed.
14. To provide an office-based presence, contributing to minimum staffing levels on-site
15. To work with other administrators in planning tasks and maintaining systems, and providing support to the wider team when necessary, for example in times of staff absence
16. To be an Environmental & Personal Safety Officer (EPSO) within the Organisation for a designated area. To be a member of the Health & Safety Committee and be responsible for testing the panic alarm system on a weekly basis.
17. To help provide consultation and involvement opportunities for participants
18. To monitor email inboxes and respond to queries as necessary

### **Organisational Responsibilities**

#### **1. Policies and Procedures**

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office manual and to adhere to them.
  - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality and Diversity and play a key role in its successful implementation.
  - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
  3. A commitment to safeguarding children and adults at risk.
  4. To participate in strategic development of the organisation, internally and externally.
  5. To attend and contribute to staff meetings and other relevant meetings.
  6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
  7. To work with the team in monitoring, evaluating and developing the services.
  8. To participate in relevant training courses.
  9. To complete all required information within Fusion Housing's Information System (FHIS) and CDP-Soft, and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
  10. To undertake any other duties as required by the Director.
  11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.