THE STOLL FOUNDATION

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Job Description

Community Support Officer (Full-time)

Fixed-Term contract (1-Year FTC)

Location: Fulham base; onsite across all Stoll Foundation offices.

Job type: Full-time [Monday to Friday – 9 am to 5 pm]

Responsible: Team Leader, Support Services

Salary: £30,651.59 per year

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

The Role:

Provide support for tenants to sustain independent living and ensure integration within the local community.

Act as lead for tenants with complex needs. This includes liaising with key agencies

Provide a first point of contact as the 'lead worker' for tenants and act as the face of The Stoll Foundation, working proactively with colleagues, key partners and stakeholders to deliver housing and support services.

Key Responsibilities:

Customer Focus / Promoting Independence

- Act as keyworker providing advice and support to beneficiaries to gain and sustain independence and maintain their tenancy.
- Develop, agree and regularly review a support plan.
- As part of the support planning process, review risks.
- Build and sustain links with family, friends and the wider community.
- Access and obtain support from relevant mental health, drug and alcohol, counselling and ex-services support agencies.

- Ensure that beneficiaries receive appropriate benefits advice to enable them to sustain their tenancy and live independently.
- Support beneficiaries to obtain appropriate statutory or charitable support, liaising with relevant statutory and voluntary agencies on behalf of tenants/residents.

Tenant Participation and Engagement

- Develop initiatives with tenants as part of a strategy to facilitate their integration within the local community.
- Work in partnership with the voluntary, statutory and private sectors to deliver sustainable community-based services that meet identified needs in respect of leisure, employment, education and training.
- Provide assistance in facilitating and/or supporting activities and social events organised within the Community that will assist the integration of the Foundation's tenants.
- Record and report day-to-day maintenance issues to Housing and Tenancy Services or the relevant housing service provider and, where necessary, assist Customers to report their own repair problems.
- Encourage tenants to take responsibility for tackling estate issues that concern them, to demonstrate tolerance and respect without recourse to formal dispute or anti-social conduct.

Working in a team and with others

- Contribute positively to working in a team and across The Stoll Foundation to deliver quality services.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Liaise and work with other agencies including housing, health and social care professionals, as required in consultation with senior staff.
- Act in a professional manner while on duty and when representing The Stoll Foundation.
- Supervise any volunteers or trainees taken on by the Foundation under any approved programmes to facilitate support to individuals and/or the Community.

Financial control

- Work within established budgets and maintain accurate financial records.
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Record keeping and data management

- Maintain accurate and up-to-date beneficiary, financial and other relevant service records, ensuring that support plans are understandable and reviewed regularly.
- Maintain confidentiality of records and information relating to beneficiaries and staff in accordance with SOSF Confidentiality Policy

Quality and regulatory compliance

- Understand the legal framework in which SOSF provides housing and support

- Work in accordance of the requirements of best practice in respect of support to vulnerable adults and Safeguarding Adults
- Continuously look to improve the quality of services responding positively to feedback and complaints

Health and Safety

- Work in accordance with SOSF policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements

Other

- Carry out any other duties as required by the Chief Executive of The Stoll Foundation.

Person specifications:

Experience

- Experience of working with vulnerable adults and older people gained either by working with homeless people, alcohol and drug misuse, mental health and/or physical disability services.
- Experience/knowledge of the issues facing the ex-service community.
- Experience in supporting vulnerable adults to be independent.
- Experience of key working, risk assessment and support planning
- Experience of working with voluntary and statutory agencies.

Knowledge

- Knowledge and understanding of rights and responsibilities in relation to supported housing.
- Housing and related benefits that support independent living
- Knowledge of Safeguarding Vulnerable Adults

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences, both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own workload, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues, particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: