

Housing Support Worker

Job description & person specification

About us

Scottish Veterans' Residences (SVR) was established in 2019 following the merger of SVR and Scottish Veterans' Housing Association. We date back to 1910 and we are Scotland's oldest military charity. We undertake charitable giving and provides supported housing for homeless Veterans and former members of the Merchant Marine who are in need. As well as person-centred housing support we offer a range of recreational activities and a counselling service.

We are a Registered Social Landlord and are regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of our work can be found at: www.svronline.org.

Supported accommodation is provided at our three Residences:

[Whitefoord House](#)
[Edinburgh](#)

[Rosendael, Broughty Ferry](#)
[Dundee](#)

[Bellrock Close](#)
[Glasgow](#)

Our Vision: All Veterans living as independently as they are able, in a place they are proud to call home.

Our Values: Dignity and Respect Unity of Purpose Expert provision of Service

Our Mission: To provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able to return to independent living.

Post details

Job Title	Housing Support Worker	Line Manager	Support Supervisor
Hours	37.5 h/week on 7-day rota.	Salary band	£32,498.64
Place of Work	Whitefoord House, Edinburgh		
Direct reports	n/a		

We offer an excellent remuneration package, plus additional benefits, pension, and 30 days annual holiday.

About you

You are a dynamic and enthusiastic professional who is an experienced in the provision of housing support (min. 3 years) or similar. You will support the implementation of our Vision and Mission, applying our Values to deliver the safety, health, comfort, and welfare of residents in line with the Care Inspectorate's Health and Social Care Standards.

You are an effective communicator and have excellent interpersonal skills; the ability to work as part of a team, knowledge of housing support, welfare rights and benefit issues, HMO and policies and procedures.

It is essential that you have or are willing to work towards achieving an SVQ Level 3 in care or equivalent qualification or above, as approved by the Scottish Social Services Council (SSSC) for this grade of post within 18 months of commencement, secure and maintain registration with the SSSC.

Summary purpose of job

The Housing Support Worker proactively delivers housing support to our Veterans as part of a team.

Main responsibilities

- To undertake intensive housing support and other forms of support with vulnerable veterans who are homeless or who are at risk of homelessness.
- Proactively support veterans into permanent accommodation.
- Support the stability of a veteran where they are unable to move to other accommodation.
- Carry out duties in accordance with our Vision, Values and Mission.
- Ensure compliance with General Data Protection Regulations.
- Ensure compliance with health and safety & risk management requirements.
- Work effectively as a team member.
- Supporting all colleagues to ensure residents abide by the terms of occupancy, taking appropriate action in conjunction with other teams where necessary.

Housing Support responsibilities

- Responsible for the proactive delivery of intensive housing support and other support services to allocated caseload of veterans in line with the Care Inspectorate's Health & Social Care Standards.
- Support Veterans to comply with their terms of occupancy including any arrears, antisocial behaviour, or any other issue.
- Responsible for working with veterans to agree their housing support plan, including goals, risk assessments and reviews using provided tools.
- Support Veterans to maximise income and state benefits including housing benefit.
- Support veterans to manage their finances and debts effectively to meet their goals.
- Support veterans to maximise their future housing options, including assisting veterans to secure furnishing grants, etc.
- Support Veterans to access training, education and employment.
- Support veterans to secure health services to meet their physical and mental health needs.
- Support veterans to address addiction issues.
- Signpost and refer to other specialist services.

General responsibilities

- Comply with staff handbook.
- If required, participate in on call arrangements for out of office hours support.
- Comply with PPE and lone worker requirements.
- Register with the Scottish Social Services Council and comply with their code of conduct for employees.
- Meet the objectives of SVR's registration with the Care Inspectorate.
- Monitor and report on allocated KPIs.
- Provide reports as reasonably requested by line manager.
- From time to time, carry out any other duty as reasonably requested by the Manager.

Person Specification

The essential qualifications and characteristics that will be required of the person undertaking the role are:

Item	Essential (E) or Desirable (D)	Application (A) or Interview (I)
3 years experience as a housing support worker or equivalent.	D	A
Experience of working in a supported housing environment.	D	A/I
Experience of successful housing support planning.	E	A/I
Experience of working with clients with health, mental health and addiction issues	E	A/I
Experience of maximising clients' income and budgeting	E	A/I
Experience of proactive working with external agencies	E	I
Experience of working with military veterans	D	I
Experience of working in a House in Multiple Occupation	D	I

Full UK driving licence	D	A/I
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End.