



Housing Support Officer (Older People)

Recruitment Information Pack

May 2022



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I. Job Advert

Older Persons Support Officer

30 hours per week

Up to £27,000 pro rata plus benefits
London, NI

Do you have a genuine passion for helping older people and making a difference in the lives of others?

BHA is a small neighbourhood housing association based in Islington. We are a small team and believe that every single role is important and will make a difference. We are looking for an Older Persons Support Officer who will make a vital contribution to the lives of our older residents and wellbeing of our community.

Many of our residents are older people and may also be vulnerable in some way. They live in our general needs' accommodation as well as our sheltered housing scheme. Key to delivering an excellent service for older people is the ability to recognise the diversity of older people and building on the strong community that already exists. We want to work with residents to maximise good health and well-being and promote safety and security. The role will continue to deliver an on-site service at our sheltered scheme but extend to our older people in the wider Barnsbury community. This role will play an important part in delivering that vision for Barnsbury and our communities.

At BHA, we have a great relationship with our tenants. We are committed to giving excellent customer service and satisfaction is important to us. The pandemic has been difficult for many of our tenants and loneliness and social isolation has increased. We want to have a positive role in reducing loneliness and social isolation amongst all older people in our community.

Our team is committed to bring about positive change, and this role is a great opportunity to work closely with a forward-thinking and dynamic team. You'll have the opportunity to work on a project such as our plan for an inter-generational scheme and introducing a handyperson scheme for older residents.

Are you are looking for a role that requires a broad range of skills and allows you to make a difference in the lives of others? If you have a genuine passion for helping older people, we'd love to hear from you.

To download the recruitment pack please visit: [Work for us - Barnsbury Housing Association](#)
If you would like an informal discussion about the role or have any questions, please do not hesitate to contact Vivienne Astall either by telephone: 020 7704 2324 or by email: vivienne@barnsbury.org

CLOSING DATE: 23th May 2022



I. Message from Susan French, Chief Executive

Dear Applicant

Thank you for your interest in this role.

Barnsbury is a unique organisation. Although small (we have 300 homes in and around the lovely Barnsbury neighbourhood of Islington), we are creative and ambitious and determined to make a difference. Formed in 1967, we are proud of our history and roots, whilst very much looking to the future. Our values - to Connect, Anticipate and Build - lie at the heart of how we work and we are passionate about making a lasting difference to the people and neighbourhoods we work with.

Key to delivering this is our ability to forge strong relationships with our tenants, building innovative partnerships with other community and voluntary organisations and taking a long-term view of our role as a landlord and community builder. This role will play an important part in delivering that vision for Barnsbury and our communities.

Key to that is our relationship with our tenants. At BHA, we have a great relationship with our tenants. Many of them have been with us for decades and trust in, and satisfaction with, us as a landlord is high. Over recent years we have made some very positive steps in improving how we listen to and engage with them. However, we want to do more. We want to make customer engagement integral to how we work and, in doing so, become an exemplar in the housing sector.

We play a vital role in managing homes and delivering essential services in the community and are looking for an exceptional person who is able to share our values, be ambitious for BHA, drive up performance and meet the challenges of the current environment.

BHA is a small housing association but with big ambition to improve the lives of our residents. This role offers variety and can be challenging but rewarding. So if you want to play a part in shaping the future of our organisation, then we would be delighted to hear from you.

We look forward to receiving your application.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Susan French', with a small flourish at the end.

Susan French
Chief Executive



2. About BHA

We are a small neighbourhood-based housing association working in and around the Barnsbury area of Islington. Our purpose is to provide secure homes and communities. We have preserved some of Islington's finest heritage buildings.

You can find more about our history on our website. www.barnsbury.org.

We have 300 homes and are proud of being part of the Barnsbury community. We are a small team and aim to give a responsive and personable service to all who live in our homes. We want to strive to do better and deliver the services our residents most want. Our other priorities include planning for the climate emergency and providing more homes.

Our work is overseen by a voluntary Board who ensure that we fulfil our vision and values.

Our Office

Our main office is located at Cloudesley House, Cloudesley Street, Islington N1 0HU, a short walk from Angel Underground station and close to both Kings Cross and all the shops, restaurants and amenities of Islington.

There is an on-site office in our sheltered scheme (Highbury View). Hours can be flexible, however due to the nature of this role there is an emphasis on attending the scheme every morning.

Highbury View has a mixed tenure of general needs, sheltered and key worker housing. It offers facilities such as a communal lounge and garden, guest room and laundry room.

3. Our vision and plan for the year



Building successful communities: a place to belong, a place to grow

We Connect

The long-lasting change we are seeking is:

- we have a sector-leading approach to hearing the 'tenant voice'
- we are seen, known and trusted: a community asset others 'walk towards' to try out new ideas and approaches
- we are a great team, working as one

We Build

The long-lasting change we are seeking is:

- we play our part in tackling homelessness by building affordable new homes
- our service evolves, shaped by the changing needs of tenants and a desire to reduce inequalities
- we build a strong bond of trust with our tenants - a sense of belonging and community

We Anticipate

The long-lasting change we are seeking is:

- our homes are fit for the future
- we have a sector-leading carbon reduction strategy
- we understand our current and future tenants' needs and aspirations and design our services to meet them

Engage with our residents

- Complete the **Take Stock Exchange** engagement project, using the outcome to shape our future service
- Work with the **Resident Panel** to develop their role, so they are able to hold us to account for our service
- Maximise opportunities for us to hear tenants' voices and for **residents to shape** our services

Build trust through effective services

- Understand **pandemic impacts** on tenants and adapt services to meet their needs and aspirations
- Strengthen our **front-line service**, aiming to get it 'right first time' on the phone, on repairs and on estate services
- Use **customer feedback** to improve our service

Invest in our assets

- Develop our **Asset Management** and Procurement Strategy
- Implement our **capital investment programme** and cyclical programmes of work
- Improve our approach to **building safety**, ensuring that tenants feel safe in their homes

Forge strong community links

- Develop stronger **links to local services** and agencies, aiming to reduce inequalities and improve wellbeing
- Work with tenants to make best use of **community assets** for the widest benefit
- Maintain strong links with **Islington Council**, finding opportunities for joint working and partnership

Develop our services

- Review our **estate services** with estate walkabouts and an improvement plan delivering better value for money
- Introduce a new **independent living service** for older peoples' housing
- Operate a **tenancy support programme** and strengthen our multi-agency partnerships

Plan for zero carbon

- Develop BHA's **Sustainability Strategy**, aiming to be an exemplar in the sector
- Deliver a programme of '**quick green wins**', supporting tenants to play an active role in carbon neutrality and addressing fuel poverty
- Deliver a **pilot retrofit** at Barnsbury Street

Re-connect the team

- **Prepare for a post-pandemic world** with a more digitally-enabled team, focused on what matters to tenants
- Develop a new **Equality, Diversity and Inclusion** Strategy
- Forge **stronger links** between the Board, staff team and residents

Provide more affordable homes

- **Build six new homes** at Morland Mews for social rent and local lettings
- Carry out an **option appraisal** at Highbury View, led by tenants' views
- Explore existing schemes for capacity to add **more homes**

Shape our Future Service

- Improve our **customer insight**, seeking tenants' view across all areas of our work
- Establish a more effective **market rent offer** for key workers
- Provide **more ways for tenants to reach us**, involving residents in how we do this

4. Terms and conditions of employment

Salary:	up to £27,000 Pro-rata depending on experience
Pension:	BHA operates a pension scheme which employees are eligible to join after successful completion of the probationary period. BHA contributes between 5 and 10% of salary depending on length of service and employee contribution.
Holiday entitlement:	25 days plus bank holidays, with the opportunity to buy and sell up to 5 days leave
Working hours:	30 hours per week with some flexibility as and when required.
Location:	London, N1/N5
Probationary period:	Six months
Notice period:	1 month

5. How to apply

You should apply using the attached Application Form.

Please complete the application form fully and ensure that you provide:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role

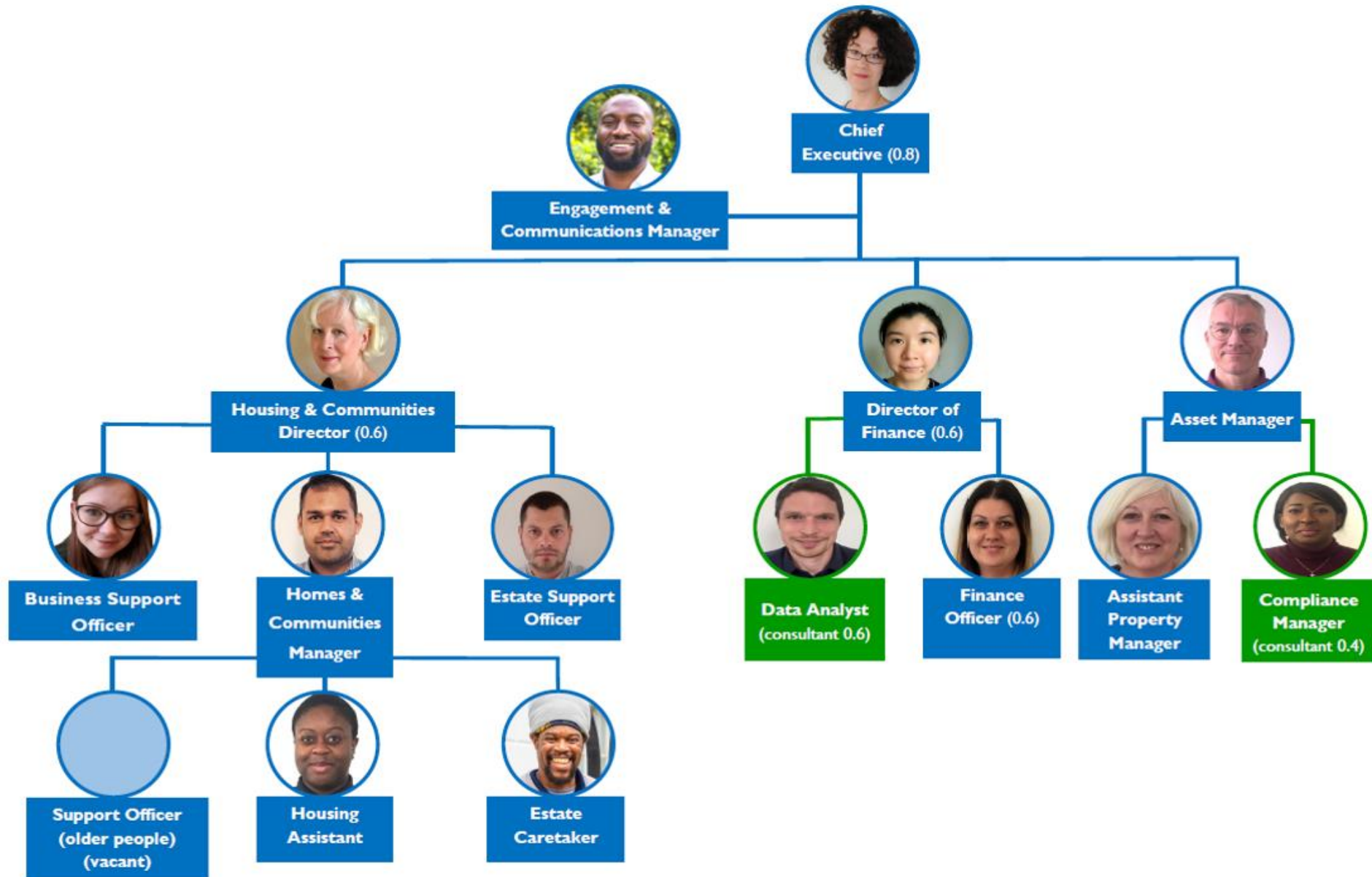
All applications must be submitted by email to vivienne@barnsbury.org

Timetable

A. Deadline for application submission – 23th May 2022

B. Interview – 8th June 2022

6. Staff Structure





7. Role Profile

Job Title	Housing Support Officer (Older People)	Direct Reports	None
Reports to	Housing & Communities Manager		
<p>Overall Responsibility: Proactively provide the day to day management of housing for older people and being a visible presence at Highbury View sheltered scheme. To offer housing related support to vulnerable residents, in our sheltered and general needs homes. To assist them in sustaining their tenancies and to live as independently as possible. To work as part of a team and form wider partnerships to develop our service to older people. Working with older people to identify what matters to them the most and what they may need help with. Supporting them to improve their wellbeing and reduce isolation. Demonstrate BHA's vision and values as part of the day to day work.</p>			
<p>Key Responsibilities and Outcomes</p> <ul style="list-style-type: none"> ▪ Deliver customer orientated, quality housing management services to older people within the Barnsbury community ▪ Be responsible for the safety and security of Highbury View, a housing scheme for older people and have regard to safeguarding policies ▪ Maximise resident involvement and support the Tenants' Association and other tenants by facilitating social and recreational activities and liaise with local agencies and community groups to develop initiatives that benefit residents and the wider community ▪ Oversee the wellbeing of older people by monitoring, visiting and liaising with telecare services, carers, GP's, social workers, occupational therapists, family etc. and referring to appropriate agencies for services and initiate moves to more appropriate accommodation if required ▪ Work with the Housing & Communities Manager to provide support to vulnerable residents in the community, to assist them in sustaining their tenancies and living as independently as possible; carrying out home care visits and following up on any actions. ▪ Assessing for minor adaptations and arrange installation, liaising with providers and sourcing funds as appropriate and applying for Occupational Therapist assessment as appropriate and maintaining accurate records where adaptations have been provided. ▪ Promote, encourage and support resident involvement and engagement and seek resident feedback to help improve housing services ▪ Overseeing the quality of services such as cleaning, window cleaning and gardening at Highbury View ▪ Managing the building such as coordinating repairs, servicing of alarms, fire equipment, CCTV and laundry equipment etc at Highbury View ▪ To assist with viewings and sign ups ▪ Manage guest room bookings ▪ 			
Personal Competencies		Skills / Experience	



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| <ul style="list-style-type: none">▪ Co-operates, collaborates and supports colleagues working across functional boundaries and respect their views▪ Highly motivated, compassionate, and flexible with a can-do approach and initiative to finding solutions and delivering excellent customer service▪ Able to take a holistic and person-centred approach▪ Excellent communication and listening skills to understand the needs of residents and colleagues and how these are best met.• Demonstrates ownership, self-reliance, responsibility and cope well under pressure and meet deadlines• Embraces innovation and new ideas and always striving for improvement• Enjoy working with older people, and people with complex needs• Experience of using IT applications including Microsoft Word, Excel and Teams | <ul style="list-style-type: none">▪ Proven experience working with older residents at another organisation/ and people with complex needs?▪ Knowledge and understanding of the support needs of older and other vulnerable people▪ Experience of promoting and supporting engagement▪ Good inter-personal skills to develop trust and effective relationships with residents, stakeholders and colleagues▪ Ideally an NVQ or QCF in Health & social care would be an advantage▪ Experience of partnership working▪ Ability to work as part of team and own initiative |
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Other Requirements:

- Able to do occasional weekend working
- Flexible