Job Description

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| **Job Title** | Healthy Homes Community Worker |
| **Grade** | Band H |
| **Reporting To** | Housing Standards Manager |
| **JD Ref** | REG0068G |

Purpose

To support a range of vulnerable residents, often living in poor private sector housing conditions to improve their health outcomes.

Main Duties And Responsibilities

* To identify and engage with vulnerable residents in their homes or community settings to both improve poor housing conditions and health outcomes.
* Develop a network of relevant support agencies to signpost residents to or support them to engage with organisations including the voluntary sector, charities, public sector bodies and private companies to improve both housing conditions and health outcomes.
* To understand the application of the Housing Health & Safety Rating System and inspect housing conditions to identify hazards to heath and relay this information to Housing Standards Officers/Senior Housing Standards Officers and Housing Standards Team Leaders for further advice/action. Liaise with landlords directly to resolve low level disrepair.
* Maintain and monitor accurate electronic records to inform progress with cases, provide an audit trail and enable reporting on key information.
* To work with the team of both Healthy Homes Community Officers and Housing Standards Officers to deliver direct action, particularly in declared Selective Licensing Areas.
* To raise awareness of the service through a range of communication tools including information leaflets, press releases and newsletters, presentations and engagement with key organisations. Set up events, training days and seek promotional opportunities for the service.
* To support the work of broader services withing housing and contribute towards any special projects and initiatives or other partnership-based projects.
* Working in partnership with other Council sections and public partners such as Housing Options Team, Environmental Health, ASB Team, Registered Housing Providers; private partners such as landlords, agents and contractors and voluntary sector groups such as CAB to ensure continued improvement in housing standards.
* To contribute to the continuous improvement and development of the Councils Healthy Homes Initiative and help to develop new initiatives and projects both sub-regionally and with other agencies including the Public Health, Fire Service, Police, CAB, Housing Options Team and other partners to enhance the sustainability of areas via better property conditions and management standards.
* Develop capacity in local communities to take action to improve the local neighbourhood and report and address issues, for example through the formation of resident’s groups or action groups.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Educated to GCSE level or equivalent.
* *Desirable - Housing, Building, Environmental Health or Regeneration degree or equivalent experience.*
* *Completion of recognised training an assessment of properties under HHSRS*
* *Health Related or Level 3 Certificate for Health Trainers*

**Knowledge & Skills**

* Excellent customer care skills
* Willingness to learn new areas of work relating to housing standards/ producing personal health action plans.
* An ability to communicate with individuals about promoting their health and well-being while working in the community.
* Understand how this role may help to reduce health inequalities in the community.
* IT Skills – Microsoft Office and other software for data/ case management
* Ability to prioritise work, meet targets and deadlines.
* Report writing skills.
* Good understanding of the wider determinants of health and how health outcomes can be improved for individuals.
* *Desirable – Technical knowledge of housing construction, legislation and help available to improve housing conditions.*
* *Awareness of relevant Government policies relating to improving housing conditions and energy efficiency.*
* *Awareness of the Community Programme and Health Trainers*
* *Ability to manage a caseload of varied work and work to own initiative.*
* *Awareness of equality and diversity issues*
* *Understanding of the principles of behaviour change to enable individuals to change their behaviour to improve their health and well-being.*
* *Knowledge of issues that affect access health services.*
* *Knowledge of tools, techniques and equipment for accessing & evaluating individual’s health status, concerns, and priorities.*
* *Ability to follow guidelines, policy and procedures including record keeping.*

**Experience**

* Working as part of a team to improve housing standards or improve public health.
* Working in the community with residents, community groups and other community-based organisations to improve health & wellbeing.
* Developing and managing projects
* Experience of multi-agency working.
* Budget monitoring experience
* *Desirable - Working property owners to improve housing standards including carrying out inspections, preparing schedules of work, procuring works, analysing costs and supervising work.*
* *Experience of community involvement to improve service delivery or contribute to area-based initiatives.*
* *Experience of establishing & developing relationships with communities.*
* *Experience of motivating and delivering basic training to community volunteers.*
* *Proven experience of working with a range of people, including age, gender, background, in groups or 1:1s.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: 

Date Of Approval: 20th April 2021