

## Job Description

### Community Support Officer

**Location:** Sir Oswald Stoll Mansions in Fulham Broadway, but willing and able to travel across other sites in West London

**Responsible to:** Community Support Officer

#### Role purpose

- Provide resettlement and the motivation and support needed for Veterans to sustain independent living, rebuild their lives and ensure integration within the local community.
- Provide a first point of contact as the 'lead officer' for tenants and act as the face of the Sir Oswald Stoll Foundation (STOLL) 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 enable them to integrate into the community, gain independence and sustain their tenancy.
- Develop, agree and regularly review a support plan that identifies their own personal goals and objectives, and the level of support required
- Build and sustain links with family, friends and the wider community
- Support the development of a healthy lifestyle and where relevant to access appropriate health/medical services
- Access and obtain support from relevant mental health, drug and alcohol, counselling and ex-services support agencies.
- Develop and maintain independent living skills

- Ensure that beneficiaries appropriate benefits advice to enable them to sustain their tenancy and live independently.
- Act as advocate for beneficiaries who are unable to do this for themselves and support them to obtain appropriate statutory or charitable support, liaising with relevant statutory and voluntary agencies on behalf of tenants/residents.

### **Tenant Participation and Engagement**

- Working in partnership with tenants of STOLL to develop community-based activities, facilities and services that promote community engagement and wellbeing.
- 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 sector 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 STOLL to deliver quality services to our customers.
- 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 STOLL.

- 
- 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.

**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 STOLL Confidentiality Policy

**Quality and regulatory compliance**

- Understand the legal framework in which STOLL provides housing and support
- Work in accordance with 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 STOLL 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 STOLL.

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



446 Fulham Road | 020 7385 2110  
London | info@stoll.org.uk  
SW6 1DT | www.stoll.org.uk

Name:

Signature:

Date: