



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Single Homeless Support Officer
Reports to	Senior Temporary Accommodation Officer
Team	Housing Service
Grade	5
Last updated	30/5/2022

Job Summary

To provide accommodation-based support to single homeless clients, who require a period of supported accommodation, and facilitate them to access and engage with services that promote their independence and wellbeing.

To provide outreach support to those that have successfully moved on to independent accommodation to assist them sustain their accommodation.

Key Tasks

Operational Responsibilities

- Provide individual and accommodation-based support to single clients accommodated at Cedar Lodge (or any similar temporary accommodation), previously homeless or rough sleeping, who will likely have support needs including, mental health, drug and alcohol use, history of criminal/anti-social behaviour, or long-term unemployment.
- Listen to and build rapport with the residents to encourage positive engagement with the service.
- Develop support plans with agreed achievable outcomes in collaboration with the resident, relevant support agencies and council officers, notably the Housing Options Officer Prevention and Relief – Outreach.
- Ensure that the required case files and paperwork are kept up-to-date and regularly monitored and contribute to the provision of timely and accurate information as required to manage the service.
- Identify and co-ordinate referrals to internal and external support agencies and support residents to engage with those services.
- Provide assistance to residents with their general financial management, including the registering of all benefit applications both personal and housing related.

- Identify, plan and facilitate the process of securing appropriate move-on accommodation options for each service user when coming to the end of their supported accommodation stay.
- Provide initial outreach support to those that have successfully moved on to independent accommodation to assist them sustain their accommodation.
- Make safeguarding referrals if / when there are concerns for the welfare of residents in collaboration with the Homelessness Services Manager.
- Work jointly with the Housing Options Officer Prevention and Relief – Outreach and the Homeless Services Manager to identify applicants suitable for supported accommodation at Cedar Lodge (or any similar temporary accommodation).
- Ensure risk assessments are carried out for all applicants prior to moving into Cedar Lodge (or any other similar temporary accommodation) and ensure any mitigations are put in place to reduce risks.
- Produce and issue licence agreements and all booking in documentation for residents into Cedar Lodge and ensure that all residents understand and comply with these agreements.
- Issue notices to residents who are in breach of their licence agreements, including carrying out evictions when appropriate, with the assistance of the Homelessness Services Manager/Senior Temporary Accommodation Officer.
- Record, report and monitor repairs and maintenance works required at the property to the Senior Temporary Accommodation Officer & Facilities Management.
- Develop and maintain a positive relationship with customers, licence holders at Cedar Lodge (and any similar temporary accommodation), council officers, contractors, elected members, internal services and external agencies to ensure high quality service standards are maintained.
- Maintain accurate written and computer records of all households placed in the accommodation and also those in independent accommodation being supported

Management / Supervisory / Team Working Responsibilities

- No management responsibilities
- Work as part of the Housing Services Team including covering colleagues' matters where required.
- Work closely with the Housing Options Officer Prevention and Relief – Outreach to support residents whilst accommodated and enable them to develop the skills to sustain long-term independent accommodation.

Communication & Contacts

- Communicate effectively with colleagues to ensure that working arrangements are efficient and work is effectively prioritised across the Housing Service.
- Liaise with other statutory and voluntary support organisations as required including mental health, social services, addiction services, DWP and the Police.
- Establish and maintain key working relationships with other members of the Housing Service, particularly the Homelessness team, the council's Property Services team and Benefits Service.

Financial / Budgetary Responsibilities

- No direct budgetary responsibilities but to be conscious of the impact of expenditure within the Housing Service on the council's overall budget and expenditure obligations.

Other

- To provide the highest standards of customer care and equal opportunities in accordance with the council's policies.
- To ensure compliance with the Data Protection Act and General Data Protection Regulations and Freedom of Information Act.
- To deliver an effective and appropriate service to all service users fairly and without discrimination in line with the Council's Equality and Diversity policy.
- To contribute to the promotion, development and improvement of the housing service.
- Take instructions as directed in relation to the Service Continuity Plan and Business Continuity Plan, when an event affects the normal running of the services provided by the department/Council and form part of the Council's response to civil emergencies as and when situations arise.



PERSON SPECIFICATION

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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus

Key Criteria

Qualifications and Experience

- Good general level of Secondary Education including Maths and English
- Experience of providing high quality customer focused services
- Experience of using negotiation skills in resolving problems and ensuring objectives are met
- Experience of working with adverse range of customers, some of who are vulnerable
- Experience of general office skills and working in a team environment

Specialist Knowledge and Job Requirements

- Working with and supporting vulnerable customers preferably in a residential environment
- Experience of developing support plans with agreed achievable outcomes for those experiencing homelessness.
- Experience of providing resettlement support for those moving on from temporary accommodation.

Other

- Ability to work unsupervised in a pressurised environment.
- Ability to prioritise own work meet deadlines and manage caseload
- Ability to develop good working relationships with other team members council officers, and outside agencies
- Ability to work with customers in difficult situations and create a good positive impression and inspire confidence
- Ability to communicate complex messages in an understandable and empathetic way to customers
- Ability to deal with difficult situations in an un confrontational and professional way
- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment