

**Trainee Homeless Services Officer**

**Application Pack**

**Closing Date: Tuesday 27th August 2019**

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**Trainee Homeless Services Officer**

**Contract:** Fixed Term – 6 months

**Hours:** 37 hours per week

**Salary:** £17,352 – band 1

We are offering a 6 month training and development opportunity within our homeless services.

This role will enable you to work across all our services and develop experience and skills in a variety of homeless service provisions.

You will act as the initial point of reference to clients coming into our service and assist in the provision of our service delivery including taking referrals, interviewing potential clients and inducting new clients into our service. You will work towards the aim of achieving independent living for each client and to provide the necessary skills to avoid repeat homelessness.

Ideally you will need to be able to demonstrate an understanding of our client group and the barriers people with experience of homelessness face, but a desire to work with and support vulnerable adults is an essential. You should have a team player approach and show a willingness to learn and develop.

Full details about the role including the person specification and application form can be downloaded from our website [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk) or alternatively please call 0116 2211851

To apply please complete and return the application form to [aaliyahlawrence-browne@actionhomeless.org.uk](mailto:aaliyahlawrence-browne@actionhomeless.org.uk)

**Closing date: Tuesday 27h August 2019**

**Assessments & Interviews: Week commencing 2nd September 2019**

**ABOUT ACTION HOMELESS**

Action Homeless provides a range of services for homeless people and people who are worried about homelessness in Leicester and Leicestershire. These include information, advice and accommodation services. We also work within the community to try to prevent homelessness from occurring in the first place. Our services aim to give people the confidence and skills they need to achieve and maintain independent living and to make a great contribution to the local community.

We believe that, wherever possible, it is much better to prevent homelessness from occurring before people reach a crisis in their lives. Preventing homelessness is a key focus for Action Homeless and an area, which we will be developing over the next five years. We launched a ‘No Second Night Out’ in Leicester which is a partnership project, that aims to ensure that anyone rough sleeping in Leicester is linked with accommodation and support services as quickly and efficiently as possible.

Unfortunately, there are cases where people do reach crisis point and find that they do not have a safe place to stay. In these situations, we are here to help and work with Leicester City Council to provide emergency accommodation to vulnerable adults who need it. In addition, our Accommodation Assist project offers high quality temporary housing to people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include large supported housing projects, small-shared houses, bedsits and self-contained flats.

Action Homeless successfully brought back into use 20 empty properties through funding secured from DCLG. The project renovated empty properties, transforming them into affordable accommodation for people leaving homelessness services. In line with our strategic priorities, Action Homeless plans to continue with this work and provide an affordable solution to homelessness.

During 2016, we were successful in obtaining £140,000 from Nationwide Foundation, which helped us to purchase and renovate a further 3 properties. This also meant we were able to create 17 more units of affordable housing accommodation.

We believe that putting a roof over someone’s head is only the first step to helping them to regain their independence and therefore we provide access to an extensive support programme, which includes:

Engage – a purpose built support centre which acts as the base for a varied events and activities programme that promotes skills development and independence.

Action Trust – a social enterprise that offers work placements, training and employment opportunities to ex-offenders and people with experience of homelessness.

Moneywise – a project that seeks to improve individual’s financial confidence through a programme of group workshops and one-to-one training and education.

More information about Action Homeless and what we do can be found on our website at [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

**Action Homeless**

**Job Description**

**Trainee Homeless Services Officer**

**Job Title:** Trainee Homeless Services Officer

**Department:** Services

**Responsible to:** Support Manager

**Hours:** 37 per week

**Contract:** 6 Month fixed term

**Salary:** Band 1 - £17,352

**Job Purpose**

* To develop the skills and competencies to assist in the provision of a housing and support service for vulnerable clients with experience of homelessness.
* To assist in the day to day delivery of our services and assisting our clients in achieving their personalised support outcomes.
* To work towards the aim of achieving independent living for each client and to provide the necessary skills to avoid repeat homelessness.

**Role Responsibilities**

1. To act as the initial point of reference to clients coming into our service.
2. Assist in the provision of our service delivery including taking referrals, interviewing potential clients and inducting new clients into our services.
3. Contribute to the formulation and delivery of person centred support plans to assist our clients through their journey.
4. Establishing good working relationships with all clients and having an awareness of clients needs and supporting them to achieve their agreed outcomes.
5. Participate in activities, ensuring workshops for clients work effectively to increase clients independent skills
6. To correspond, provide advocacy, and liaise as necessary with external agencies on behalf of clients
7. Carry out day to day administration functions to ensure records are maintained and securely filed, including the updating of the support database.
8. Contribute to regular team meetings and handovers, sharing information in line with Action Homeless’ policies and procedures.
9. Recognising signs of distress/issues in clients and works with management to identify ways to reduce and resolve.
10. Promotes and encourages clients involvement through client ownership on their plans, consultation and communication.
11. Advises management promptly to any risks or potential risks concerning our clients.
12. Works in line with, monitors and reports any discrepancies in Health and Safety.
13. Handles clients complaints professionally and reporting to management as necessary.
14. Encourages and supports clients to use and participate in local amenities, facilities, and events.
15. Participates in out of hours on-call system on a rota basis.

**Team Responsibilities**

1. Understands the importance of a client led approach and taking ownership for the delivery of your role in the most effective way.
2. Works as part of a team to ensure requirements of contracts are met and support is available when needed.
3. Works within the team to deliver a high standard of service to clients
4. Works closely with other areas across the organisation to ensure organisational aims and objectives are achieved.
5. Works within Action Homeless’ policies and procedures and attends training as when is required.

**Candidate Profile**

We are seeking enthusiastic individuals that are extremely self motivated and possesses a “can-do” attitude. Whilst the trainee roles require no direct experience we will be looking to see a proven interest in wanting to work within the Voluntary Sector or our client group.

You will be required to demonstrate through your application how you meet the requirements of the role in the following areas:

* Your time management and organisation skills
* Some knowledge around the issues facing homelessness
* Your motivation in wanting to learn new skills / try new experiences
* Any experience of working with customer orientated service (of any form)
* A passion in wanting to work with vulnerable adults or within the Voluntary Sector
* How you seek ways to continuously improve your skills and knowledge
* How you can adapt to changing situations and your personal reliance.
* Any experience of working within or being part of a team
* Your drive and determination to succeed

**What you can expect to get out of the role**

* We will be able to provide you with hands on experience of working with vulnerable adults within the Voluntary Sector.
* You will receive on-going training and induction into all aspect of our services.
* You will gain knowledge on welfare benefits, housing legislation and the current issues facing social housing.
* You can expect to gain experience in the delivery of housing and management services to adults experiencing homelessness, health and safety, forming positive and engaging relationships with clients, working with individuals to help them sustain their tenancies, partnership working and working within professional boundaries.
* Experience of working in an exciting, but at times challenging role and seeing the clients you work with succeed.

**HOW TO APPLY**

To apply for the role please complete the full application form, making sure that it clearly demonstrates how you meet the role requirements and send this to aaliyahlawrence-browne@actionhomeless.org.uk Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

Please call 0116 2211851 to request a pack via post.

If you do not receive a response to your application by the 1st September then unfortunately on this occasion you have not been short-listed.

Please note that CVs and covering letters will not be considered.

**Closing date: Tuesday 27th August 2019**

**Assessment and interviews to be held: Week commencing 2nd September 2019**



