

**Homeless Services Officer**

**Application Pack**

**Closing Date: Monday 24th May 2021**

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At Action Homeless we are creative, fast paced and most importantly are passionate about the people we work with. We are motivated by our aims to make a difference, end street homelessness and offering high standards of accommodation and services.

We are currently developing services and expanding in order to respond to our homeless community both locally and nationally. We are currently looking for **Homeless Service Officers** and **Homeless Services Trainees** to join our teams.

To deliver our quality services and respond effectively we look for dynamic and flexible people with energy and enthusiasm, who will go the extra mile for some of the city’s most vulnerable people, you will enjoy working with people and with dynamic teams with a variety of skills, qualities and experiences. We are led by our customers and you won’t mind working unsocial hours.

You may already have some skills and experience working in the homeless sector and are looking for a change or a new challenge. Or you may be new to the field of homeless services and looking for a new career path with training and development opportunities attached.

If you are interested in joining us, as either a Homeless Service Officer or Homeless Service Trainee then please head over to our website www.actionhomeless.org.uk where you will find full details about the 2 roles and details of how to apply.

Closing date for both roles is 24th May 2021

**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**

The posts will work in partnership with the Local Authority and other providers offering supportive environments as part of our service. You will be providing Housing Related Support and will be required to provide psychological insight and support to people who have multiple disadvantages and require levels of support & assistance to navigate and transition into end stage accommodation.

**Job Title: Homeless Services Officer**

**Responsible to: Service Manager**

**Hours:** 37 hours per week and required to work on a shift rota in line with working practices.

**Salary:** Point 9 £19.598 to point 12 £21,773 capped at mid-point 10

Point 11-12 Personal development & additional duties.

**Job Purpose:**

To provide a comprehensive person centred housing support and management, which offers navigation of transitional housing services to clients who have experienced multi disadvantages in their lives, and require support to access Treatment, Health and Social Care to enable them to move forwards and towards ending their homelessness. Many will of experience trauma and require innovative, strength based and complex solutions to everyday challenges, to create the best support packages for clients referred into the services. You will navigate housing waiting and bidding systems, looking of innovative housing solutions, to enable people to move towards end stage and permanent accommodation. Transitioning and supporting people to resettle into their new homes.

You will also be required to support people to manage their licences, warning and obligations, rent collection and void management requiring practical and innovative solutions towards housing management issue which would otherwise lead to the risk of failed tenancies.

Conducting H&S and Risk Assessments which includes building and client’s safety in buildings. Working to promote and encourage independence, quality of life, health and wellbeing.

The role will require evening and weekend working. There is also essential On-Call duties required for this post.

**Main Duties**

1. Support the journey taken by people referred from offer through to sign up. Liaising with referring staff to build a picture of the support needs the tenant may have.
2. To provide an effective and efficient client focused accommodation allocation service, ensuring high standards of customer care, equal opportunities and fair treatment are met.

1. Holding regular engagement with Action Homeless Services and Estate team to fully understand tenant’s needs and backgrounds.
2. To sign up new tenants and to advise them of their rights and obligations under the condition of their tenancies/licence agreements and fully induct tenants into the new accommodation.
3. To ensure benefit applications are complete before move in and payment options are fully explained to the tenant. Carry out regular benefit checks with tenants.
4. To assist clients with their life skills, money management, social skills and health/ wellbeing in order to promote their independence and successfully sustain their tenancies/licences. This will also include liaising with support agencies the tenants may be involved with.
5. Agree a housing management plan with all new tenants, this should include a schedule of visits and length of programme.
6. To be the first point of contact in all matters relating to our clients tenancies or licences e.g. housing benefit advice, arrears advice, anti-social behaviour issues including neighbourhood disputes, harassment and domestic violence.
7. To deal with any breaches of the tenancy / licence agreements appropriately this may include implementing our warnings and eviction procedures and investigate complaints of neighbour / anti-social disputes along with our estates team.
8. Carry out regular visits in accordance with the agreed plans, carry out reviews of plans and check there are no breaches in licences. Ensure a safe and secure living environment is maintained.
9. Work with tenants to identify appropriate move-on accommodation, training opportunities and work place opportunities.
10. Implement systems or processes to support the day to day management of voids and re-lets, ensuring property conditions and standards are maintained and communicating any voids to the appropriate referral points.
11. Implement the organisations rent management system. Raising manager’s attention to outstanding arrears.
12. Carry out checks to ensure all our properties meet Health and Safety standards, assessing and reporting any maintenance required to appropriate persons i.e. estates services, line manager or Premise Manager as appropriate.
13. Where required, completes and applies for community support grants and others external grants and support on behalf of tenants.
14. Using appropriate IT systems in order to keep databases updated, to prepare written reports as and when required and complete any other administrative duties which may be required.
15. Work flexibly across all our service areas and projects to ensure intensive housing management is provided to all vulnerable tenants.
16. Participation in and compliance with all agreed employment and organisational practices, procedures and policies.
17. Participation in the organisations out of hours on-call and project rota to provide essential cover for the safety of the project and people within the services
18. To perform and be flexible to rotas and duties and cover any gaps or other duties as may be required from time to time within the remit of the grading.

**Housing Support Duties:**

You will have experience of supporting customers with multiple and complex needs from a psychological and Trauma informed perspective in a supported housing context, and understand the resettlement processes for clients with a history of homelessness or failed tenancies.

1. Working with people: Providing 121 strength based support and work to facilitate present accommodation sustainability and future housing move on accommodation options, for long term sustainability that end cycles of homelessness.
2. Working with various teams in the community: providing and facilitating case management. Progressing actions plans created with the clients and partners, to achieve a positive and sustainable move into the community for clients
3. Working with the wider context:
   1. Internally: Providing guidance, support and delivery of project outcomes across the service, while using skills and expertise to promote better physical and mental health within the organisation.
   2. Externally: Close liaison with stakeholders and services, informing and reporting on performance related targets, and supporting the project to meet key activity in the service level agreements with treatment, health and housing partners.
4. Good understanding of the housing needs of the group and knowledge skills to navigate the local housing options and other services to achieve positive results
5. The ability to undertake assessments and contribute to effective team working, providing high end solutions, problem solving and resilience day to day towards the challenges of working with higher supported clients

**Person specification**

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| --- | --- | --- |
|  | **E/D** | **Criteria Indicated E (essential) D (desirable)** |
| **Qualification** | **D**  **D**  **D**  **D** | Educated to A level or equivalent  Appointed First Aid Certificate  Landlord / Housing Law Training (willingness to undertake).  Relevant that enable you to adopt psychologically informed service and environments using coaching styles and strength based approaches (willingness to develop skills undertake) |
| **Knowledge / skills /**  **experience / Competencies** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Demonstrable and experience of:  Working knowledge of challenges for customers with physical and Mental Health challenges.  Good understanding of the housing support for this group, with knowledge and skills to navigate the local housing options and other services to achieve positive results.  Experience of working with various teams and at different levels in the community; Doctors and other health professionals, other housing providers  Experience of providing and facilitating case management meetings for clients to progress action plans and meet targets  Sustaining tenancies and housing management  - Rent collection and debt recovery  - Clearly communicating tenant responsibilities and  - Tenancy compliance.  - Tenant involvement and empowerment  - Dealing with maintenance issues  - Tenancy sign ups  - Welfare benefits, implications & appeal processes  - Terminating accommodation  - Property administrative duties such as keeping database up-to-date and preparing written reports for property compliance.  Experience of working with vulnerable client groups and safeguarding practices.  Ability to interpret effectively financial information relating to rents, charges and contracts.  Ability to form positive working relations and experience of liaison with agencies / partner organisations. Understanding of tenancy agreement rights and landlord obligations  Understanding of support grants and access to goods and services that are available.  Experience of Landlord Health and Safety responsibility when supporting individuals in their tenancies.  Proven knowledge of resolving housing finance and benefits for clients.  Strong time management and work prioritisation skills  Ability to communicate logically, concisely and effectively at all times.    Demonstrate effective use of IT systems in order to complete administrative duties, inputting data onto client management systems, using various programs  Ability to motivate tenants so they engage with help and support  Good problem solving skills – ability to assess situations and provide solutions. |
| **Motivation** | **E**  **E**  **E**  **E** | Flexible and innovative approach to work  Actively seeks ways to continuously improve own skills and knowledge.  Work in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.  Self-motivated with the ability to work autonomously and generate own ideas. |
| **Personal Attributes** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Conflict management skills – Ability to diffuse potentially volatile or difficult situations.  Good negotiation skills  Ability to work unsupervised and as part of a wider team.  Excellent team work skills, demonstrating both collaboration and respect with peers and customers.  Takes responsibilities for own actions with the ability to make sound decisions.  An approachable nature with the ability to remain calm under pressure  Demonstrates drive and determination  Ability to manage busy workloads positively and timely, sound task and finish approach to day to day activities.  The respect for others and personal ambition it takes to succeed. |
| **Other Requirements** | **E**  **E**  **E** | Ability to work unsociable hours which include weekends, evenings and late night  To take part in an On – Call Rota out of hours  Full driving licence and access to own vehicle for business use. |
| **Special Terms DBS** | This post is subject to a satisfactory Disclosure and Barring Service check, which will disclose all cautions reprimands and warnings as well as convictions. | |
| **Flexible Working** | Flexible to the needs in an out of hours on call rota system.  Able to be flexible in approach to responsibilities and to working hours.  Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring cover is available across all services. | |
| **Out of Hours & Sleep-in Duties** | Flexibility to assist teams who work 24/7 as part of on – call duties is required across the organisation and out of normal hours. | |

**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 Monday 31st May 2021 then unfortunately on this occasion you have not been short-listed.

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

**Closing date: Monday 24th May 2021**



