

**Trainee Homeless Services Officer**

**Application Pack**

**Closing Date: 5th July 2021**

**Contents**

Page

Advertisement 3

About Action Homeless 4

Job Description 6

Candidate Profile 8

How to Apply 9



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 5th July 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**

**Homeless Services Officer Trainee**

**Job Title:** Homeless Services Officer Trainee

**Department:** Services

**Responsible to: Service & Contract Manager**

**Hours:** 37 per week

**Contract:** 6 month fixed term

**Salary:** Band 1 - £18,280

**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 hour’s on-call system on a rota basis on completion of training.
16. This post has unsocial hours and weekend working as part of the training.

**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.

**Attributes and Behaviours –** we expect all successful candidates to sign up to meeting the following organisational behaviours and attributes, these will be tested at interview.

Including having respect for others, and personal ambition it takes to succeed with some of the most vulnerable and disadvantaged clients.

You will need a high level of reliability, respect and understanding required of the role and support required for the services, its team members to attain positive outcomes for this client group and thee post.

You will be require to be questioning, inquisitive and seek to learn and develop your knowledge to meet the needs of the individual needs of your assigned clients and the development of the service.

Growth mentality: We look for individuals who have the ability to grow and adapt with our client group, services and innovative practice

Care compassion and confidence

1. **Team work and working with people**

* Celebrate changes and results we achieve by praising and not criticising and sharing our successes.
* Being accountable to each other and ourselves, working with respect and in unison with others.
* Recognising the strengths, skills and contributions of others and utilising them wherever possible.
* Taking responsibility of what needs to be done to achieve our common goal.

1. **Making a difference (client focused)**

* Focusing on changes that clients can make.
* We have a “can do” attitude, we motivate and provide positive support, we do not judge.
* We provide choice and let people choose for themselves, accepting mistakes and providing an opportunity for people to learn themselves.
* We go that extra mile; we put ourselves out to achieve the results required by continual stretching our goals.
* We measure the impact we make through our work so we can show it does make a difference.

**3. Communication**

* We treat everyone with dignity respect and fairness
* We value face to face communication over email or telephone
* We encourage two-way communication – we listen, provide clear information and feedback.

**4. Innovation**

* We look for new perspectives and ideas to find solutions that work for individuals and Action Homeless.
* We use our mistakes as learning and try new things by being flexible and adaptable.
* We recognise that things change and we change too.
* We are determined, proactive and will not give up on challenges that we are faced with.
* We look for opportunities that enable us to try new things / ideas

**5. Collaboration and Partnership**

* We understand are strengths and are passionate about our work
* We work united with others both internally and externally to achieve the outcomes that are clients need and more importantly need.
* We deliver outcomes and the impact that has been agreed with our commissioners and funders.
* We work in partnership with others to influence changes in policy that support our aims and the people we provide a service to.

**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**



