**Action Homeless**

**Job Description**

**Homeless Services Officer Trainee**

**Job Title:** Homeless Services Officer Trainee

**Department:** Services

**Responsible to: Service & Contract Manager**

**Hours:** 25 per week

**Salary:** 9.36 per hour

**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.