

Senior Homeless Case Officer - Homeless Services Job Description

Job Title: Senior Homeless Case Officer - Homeless Services
Responsible to: **team Leader/Assistant Service Director**
Hours: 37 hours per week
Salary: Point 15 £24,044 to £25,574

1. Job purpose

The Senior Homeless Case Officer; is responsible for service delivery within their team. They will be supported in this work by Homeless Service Officer and assistants, and their management team. The officer will report to a Team Leader or Lead Manager depending on the size and scope of the service they are assigned to.

They will:

- Contribute to Action Homeless achieving the highest standards of Support and Housing Management directly to people within the service and within an operating environment which is complex and changing;
- Contribute to the implementation of the homeless services team's aims and objectives, work plans, operational policies and procedures in such a way that they contribute to the aims of Action Homeless and delivery of our strategic plan & objectives.
- Support all activities within the Homeless Services Team effectively and maintain standards in relation to services, housing, people and stakeholders.
- Carry out liaison roles internally and externally to Action Homeless

The officer will provide direct support to clients in the form of key working and casework management. The Senior Homeless Case Officer will carry a case load that will vary in form and quantity depending upon the project, purpose and focus. They will be the principal officer in the team and provider of a multi-faceted case management & support to people living in our projects, you will be the first point of advice for Homeless Service Officers and Assistants working within our homeless services with particular issues of a complexity. You will also work alongside these officers, and ensure that people are as enabled as possible and have their independence promoted.

Key Responsibilities & Duties:

1. Contribute to the continual improvement of service effectiveness, ensuring that people using our services receive a high quality outcome-focused service.
2. Work with team members and lead managers internally, and other Specialist Service

& Senior Practitioners externally, to ensure that casework is effectively delivered, including giving appropriate solution focused feedback to the line manager on appropriate action to address problematic areas.

3. Provide key-work, support any crisis intervention work, complete case recording, face to face work, group work, advice giving, advocacy and other interpersonal work. Including supervision of case management reviews with the team and externally to achieve desired outcomes.
4. Ensuring that the required paperwork and monitoring is completed including the updating of case files to the standards set out by Action Homeless within our Client Management System and the agreed requirements of the Service Commissioner.

2. Case Main duties

1. Manage a flexible workload as designated by the line manager. The caseload and its location may change subject to contracts for services and the requirements of Action Homeless, our commissioners and funders.
2. Providing solutions and outcomes for people with complexity who are using our services and covers casework in mental ill health, drug and alcohol addiction, poor physical health, working with trauma and people leaving hospital.
3. Are flexible and client centered, we work with a coaching approach and don't use a one size fits all, we support and challenge, and the post will work in this way intensively with people.
4. Working with wider teams in the community and wider context: Close liaison with stakeholders and specialist services, initiating multi agency case management reviews and actively, attending meetings with high levels of communication which is solutions focus.
5. Reporting on performance related targets, and supporting the projects to meet service level agreements with key partners.
6. Good understanding of the housing needs of the group and knowledge skills to navigate the local housing options, private sector and other services to achieve positive results, and viable sustainable move on options.
7. Central to this will be safety planning and risk management The ability to undertake assessments, for housing & support, and have a sound knowledge of licenses and tenancies, housing benefit, and day to day housing management to ensure people living and working are safe in our accommodation.

General

8. High standard of record keeping, this includes personalised client budgets, management of rent and cash taken in housing duties undertaken.
9. To assist in collation of performance monitoring information and evaluation of services.
10. Ensure that written work and reports for internal and external use are of a high standard.
11. Being proactive in reviewing your own performance and identifying and acting upon areas for improvement and development.
12. Cover for other members of the team and service as necessary, and this will include on occasions unsocial hours. Including 'out of hours on call services.
13. The role profile cannot cover every issue which may arise within the post, and the post holder will be required to carry out other duties from time to time, which are compatible with the level a nature of the post and/or is reasonably required by more senior members of staff.

Person Specification

		Criteria Indicated E (Essential) D (Desirable)
Qualifications / Education	<p>D Educated to A level or equivalent</p> <p>D Appointed First Aid Certificate</p> <p>D Basic Food Hygiene Certificate</p> <p>D Landlord/Housing Law Training (willingness to undertake)</p> <p>D Relevant qualifications that enable you to provide psychologically informed practice.</p>	
Competencies, skills and experience	<p>E Demonstrable and extensive experience of:</p> <p>E Working knowledge and understanding of up to date legislation and government frameworks relevant to working with customers with Mental Health challenges.</p> <p>E 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</p> <p>E Experience of working with various teams and at different levels in the community; doctors, and other health professionals, other housing providers.</p> <p>E Experience of providing and facilitating case management meetings for clients to progress action plans and meet targets</p> <p>D Experience of using psychological informed formulations and methodology.</p> <p>E Experience of intensive housing management including rent collection and housing management</p> <ul style="list-style-type: none"> - 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 and appeal processes - Dealing with warnings and terminating licenses 	

		<ul style="list-style-type: none"> - Property administrative duties such as keeping the database up to date and preparing written reports for property compliance.
	E	Experience of working with vulnerable client groups and safeguarding practices.
	E	Ability to interpret effectively financial information relating to rents, charges and contracts.
	E	Ability to form positive working relations and experience of liaison with agencies/partner organisations.
	E	Understanding of housing law and advocating on behalf of clients.
	E	Understanding of tenancy agreement rights/licence agreement rights and landlord obligations.
	E	Understanding of support grants and access to goods and services that are available.
	E	Experience of Landlord Health and Safety responsibility when supporting individuals in their tenancies/licences
	E	Proven knowledge of housing finance and benefits legislation
	E	Strong time management and work prioritisation skills.
	E	Ability to communicate logically, concisely and effectively at all times.
	E	Demonstrate effective use of IT systems in order to complete administrative duties, inputting data onto client management systems, using various programs.
	E	Ability to motivate tenants so they engage with help and support.
	E	Good problem solving skills – ability to assess situations and provide solutions
Values and motivation	E	Flexible and innovative approach to work
	E	

	<p>E Actively seeks ways to continuously improve own skills and knowledge</p> <p>E Work in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery</p> <p>E Self-motivated with the ability to work autonomously and generate own ideas.</p>
Person characteristics	<p>E Conflict management skills – ability to diffuse potentially volatile or difficult situations</p> <p>E Good negotiation skills</p> <p>E Ability to work unsupervised and as part of a wider team.</p> <p>E Excellent team work skills, demonstrating both collaboration and respect with peers and customers.</p> <p>E Takes responsibilities for own actions with the ability to remain calm under pressure</p> <p>E Demonstrates drive and determination</p> <p>E Ability to manage busy workloads positively and timely, sound task and finish approach to date to day activities.</p> <p>E The respect for others and personal ambition it takes to succeed.</p>
Other requirements	<p>E Full driving license and access to own vehicle for business use.</p>

Special Terms

DBS	This post is subject to a satisfactory Disclosure and Barring service, which will disclose all cautions reprimands and warnings as well as convictions
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On - call	To take part 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.