

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: £19,892 (salary review pending)

Job Purpose:

To provide a comprehensive person centred housing support and management, which offers navigation of transitional housing services to clients who have experienced multiple 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 have experienced 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 for 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, warnings and obligations, rent collection and void management requiring practical and innovative solutions towards housing management issues 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 are 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.
3. Holding regular engagement with Action Homeless Services and Estate team to fully understand tenant's needs and backgrounds.
4. 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.
5. 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.
6. 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.
7. Agree a housing management plan with all new tenants, this should include a schedule of visits and length of programme.
8. 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.
9. 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.
10. 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.
11. Work with tenants to identify appropriate move-on accommodation, training opportunities and work place opportunities.
12. 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.
13. Implement the organisations rent management system. Raising manager's attention to outstanding arrears.
14. 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.

15. Where required, completes and applies for community support grants and others external grants and support on behalf of tenants.
16. 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.
17. Work flexibly across all our service areas and projects to ensure intensive housing management is provided to all vulnerable tenants.
18. Participation in and compliance with all agreed employment and organisational practices, procedures and policies.
19. 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
20. 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:
 - a. 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.
 - b. 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

	E/D	Criteria Indicated E (essential) D (desirable)
Qualification	D	Educated to A level or equivalent
	D	Appointed First Aid Certificate
	D	Landlord / Housing Law Training (willingness to undertake).
	D	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		Demonstrable and experience of:
	E	Working knowledge of challenges for customers with physical and Mental Health challenges.
	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.
	E	Experience of working with various teams and at different levels in the community; Doctors and other health professionals, other housing providers
	E	Experience of providing and facilitating case management meetings for clients to progress action plans and meet targets
	E	Sustaining tenancies and housing management <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 & appeal processes - Terminating accommodation - Property administrative duties such as keeping 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. Understanding of tenancy agreement rights and landlord obligations

	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Understanding of support grants and access to goods and services that are available.</p> <p>Experience of Landlord Health and Safety responsibility when supporting individuals in their tenancies.</p> <p>Proven knowledge of resolving housing finance and benefits for clients.</p> <p>Strong time management and work prioritisation skills</p> <p>Ability to communicate logically, concisely and effectively at all times.</p> <p>Demonstrate effective use of IT systems in order to complete administrative duties, inputting data onto client management systems, using various programs</p> <p>Ability to motivate tenants so they engage with help and support</p> <p>Good problem solving skills – ability to assess situations and provide solutions.</p>
Motivation	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Flexible and innovative approach to work</p> <p>Actively seeks ways to continuously improve own skills and knowledge.</p> <p>Work in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.</p> <p>Self-motivated with the ability to work autonomously and generate own ideas.</p>
Personal Attributes	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Conflict management skills – Ability to diffuse potentially volatile or difficult situations.</p> <p>Good negotiation skills</p> <p>Ability to work unsupervised and as part of a wider team.</p> <p>Excellent team work skills, demonstrating both collaboration and respect with peers and customers.</p> <p>Takes responsibilities for own actions with the ability to make sound decisions.</p>

	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>An approachable nature with the ability to remain calm under pressure</p> <p>Demonstrates drive and determination</p> <p>Ability to manage busy workloads positively and timely, sound task and finish approach to day to day activities.</p> <p>The respect for others and personal ambition it takes to succeed.</p>
Other Requirements	<p>E</p> <p>E</p> <p>E</p>	<p>Ability to work unsociable hours which include weekends, evenings and late night</p> <p>To take part in an On – Call Rota out of hours</p> <p>Full driving licence and access to own vehicle for business use.</p>
Special Terms DBS		<p>This post is subject to a satisfactory Disclosure and Barring Service check, which will disclose all cautions reprimands and warnings as well as convictions.</p>
Flexible Working		<p>Flexible to the needs in an out of hours on call rota system.</p> <p>Able to be flexible in approach to responsibilities and to working hours.</p> <p>Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring cover is available across all services.</p>
Out of Hours & Sleep-in Duties		<p>Flexibility to assist teams who work 24/7 as part of on – call duties is required across the organisation and out of normal hours.</p>

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 their post.

You will be required 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.

2. 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 continually 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 our 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.