**Job Description: Assistant Homeless Service Officer**

**Job Title:**  **Assistant Homeless Service Officer**

**Responsible to: Services & Contract Manager**

**Hours: 37 hours per week**

**Salary: £19,892** or **£20,892** with an unsocial hour’s payment

**Job Purpose**

To support and assist the organisation in providing a range of homeless support services to clients who have experienced homelessness. This to include assisting our support and housing management service to clients who would otherwise be at risk of sustaining accommodation. You will promote and encourage independence, quality of life, health and well-being. You will assist & support clients to manage their accommodation and housing related support by providing practical advice and information on a wide range of issues including, housing, welfare rights, finance, and life skills. You will coach and develop strength based supportive plans with people who may be vulnerable for a variety of different reasons.

**Main Duties**

1. To assist and act as an initial point of reference to support the journey taken by prospective new clients from referral to sign up. Liaising with partners to develop and to build a picture of the support needs the client may have.
2. To assist with the provision of an effective and efficient client focused accommodation allocation service, ensuring high standards of customer care, equal opportunities and fair treatment are met.

1. Liaising and engaging with Action Homeless support and estates teams to fully understand clients’ needs and backgrounds to develop supportive risk assessments referring to managers concerns with plans.
2. To assist with advising new clients of their rights and obligations under the condition of their tenancies/licence agreements and inducting clients into their new accommodation.
3. To assist with supporting and coaching clients with the completion of benefit applications ensuring benefit options are fully explained to the client. To participate in carrying out regular benefit checks, alerting and liaising with managers of suspected discrepancies.
4. To coach 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 other agencies the tenants may be involved with.
5. Agree a supported housing plans with all new clients assigned, using strength based and coaching skills, proving plans that aim to meet a goals and aspirations of client’s needs now and into the future.
6. To be the first point of contact in all matters relating to our clients support requirements to assist with e.g. housing benefit advice, arrears advice, anti-social behaviour issues including neighbourhood disputes, harassment and domestic violence, communicating concerns to line managers.
7. Assist with any breaches of plans and agreements by appropriately supporting management actions of implementing our warnings and eviction procedures and investigate complaints of neighbour / anti-social disputes.
8. Meeting with clients and paying regular visits in accordance with the agreed plans, carry out reviews of plans, risk assessments and check there are no breaches in tenancies / licences, advocating and referring to managers any discrepancies to ensure a safe and secure living environment is maintained.
9. Work with Clients to identify appropriate next steps for e.g. move-on accommodation, training opportunities and work place opportunities to support the sustainment of accommodation.
10. Support systems or processes for the day to day management of voids and re-lets, reporting to and assisting housing management functions where required to ensuring property conditions and standards are maintained.
11. Supporting the implementation of the organisations rent management system. Raising concerns to housing officers and managers of any outstanding arrears.
12. Participate in carrying out checks to ensure all our properties meet Health and Safety standards, reporting any maintenance required to appropriate persons i.e. property landlords, line manager or premise manager.
13. Where required, completes and applies for community support grants and other funding on behalf of clients.
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 Action Homeless projects to ensure support is proved to all vulnerable clients in our accommodation.
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 enhanced unsocial hours payment opportunity occurs following your probationary period, and on completion of key core competencies to meet the out of hour role.
18. To perform any other duties as may be required from time to time within the remit of the Assistant Homelessness Officer grading.

**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. Working with us to support clients and encouraging, communal meetings, complaints and consultation participation in local, national and community processes and events which affect the community.
3. Works as part of a team and contributing to ensuring requirements of contracts are met and support is available when needed.
4. Works within the team to deliver a high standard of service to clients
5. Works flexibly and closely with all other services and areas across the organisation to ensure the organisational aims and objectives are achieved.
6. Works within Action Homeless’ policies and procedures and positively engage in personal and organisational development and training programs as and when required.
7. To promote the values and behaviours of Action Homeless at all times referring to manager for advice, using policy and procedures as guidance.

**Person Specification**

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|  | **E/D** | **Criteria Indicated E (essential) D (desirable)** |
| **Qualification** | **D** | Educated to A level or equivalent |
| **Knowledge / skills /**  **experience / Competencies** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Demonstrable knowledge and assistance in:  Knowledge of challenges for customers with physical and mental health and complex needs.  An understanding of the types of 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 teams and communities;  Experience of assisting and supporting case management plans and meetings with clients to progress actions & targets  Understanding of how to sustain tenancies and accommodation in the following areas;  - Rent collection and debt recovery  - Tenant responsibilities and compliance.  - Involvement and empowerment  - Maintenance and Repairs  - Tenancy Inductions  - Welfare benefits, implications & appeal processes  - Terminating accommodation  - Property administrative duties such as keeping database up-to-date.  Demonstrate knowledge of vulnerable client groups and safeguarding practices.  Ability to interpret effectively financial information relating to rents and charges.  Ability to form positive working relations of liaison with agencies / partner organisations.  Understanding of support grants and access to goods and services that are available.  Understanding of a client Health and Safety responsibility when supporting individuals in their tenancies.  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 assist the teams to find 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**  **D** | 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 is desirable – demonstrable effectiveness tested at interview for non-drivers against service requirements day to day and out of hours. |
| **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. | |

**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.