**Job Description: Senior Homeless Services Officer**

**Job Title: Senior Homeless Service Officer**

**Responsible to: Homeless Service Team Manager/Assistant Director**

**Hours: 37 hours per week**

**Salary: £24,827 or £25,827 with unsocial hour payment**

1. **Job purpose**

The Senior Homeless Service Officer; is responsible for overseeing case management 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-facetted 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.
5. **Case Main duties**
6. 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.
7. 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.
8. 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.
9. 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.
10. Reporting on performance related targets, and supporting the projects to meet service level agreements with key partners.
11. 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.
12. 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**

1. High standard of record keeping, this includes personalised client budgets, management of rent and cash taken in housing duties undertaken.
2. To assist in collation of performance monitoring information and evaluation of services.
3. Ensure that written work and reports for internal and external use are of a high standard.
4. Being proactive in reviewing your own performance and identifying and acting upon areas for improvement and development.
5. 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.
6. 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**

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|  |  | **Criteria****Indicated E (Essential) D (Desirable)** |
| **Qualifications / Education** | **D** **D** **D** | Educated to A level or equivalentHousing Law Training (willingness to undertake)Relevant qualifications that enable you to provide psychologically informed strength based practice. |
| **Competencies, skills and experience** | **E****E****E****E****E****E****E****E****E****E****E****E****E****E** | Demonstrable and extensive experience of:Working knowledge of legislation and government frameworks relevant to working with customers with social complexity & health challenges.Experience of housing legislation and advocacy to navigate the local housing market and options to achieve positive outcomes.Experience of working with various teams and at different levels in the community; doctors, and other health professionals, and housing providers.Experience of providing and facilitating case management meetings with and on behalf of clients Knowledge and awareness of relationships building and engagement techniquesExperience of using psychological informed environments (PIE) and methodology, and strength based frameworks.  Experience of intensive housing management including rent and housing management to support individuals * Rent collection, Housing Benefit and debt recovery
* Communicating tenant responsibilities & compliance
* Tenant involvement and empowerment
* Dealing with maintenance, H&S issues
* Tenancy/licence sign ups
* Welfare benefits, implications and appeal processes
* Dealing with warnings and terminating licenses
* Property administrative duties such as keeping the database up to date and preparing written reports for property compliance.

Experience of handling responsibility, working independently, and remotely, alone and in a team, while remaining motivated in a demanding target driven role. Experience of Landlord Health and Safety responsibility when supporting individuals in their tenancies/licencesStrong time management and work prioritisation skills.Ability to produce written reports and 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.Good problem solving skills – ability to assess situations and provide solutions |
| **Other requirements** | **D** | Full driving license and access to own vehicle for business use. |

**Special Terms**

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| **DBS** | This post is subject to a satisfactory Disclosure and Barring service, which will disclose all cautions reprimands and warnings as well as convictions |
| **On – call and cover** | You will be required to take part in an out of hours on call rota system.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** | Flexible approach towards unsocial hours our services are ran 24 hour per day for 365 days of the year and you will on occasion be required to cover as part of your duties 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.