

Job Description: Homeless Services Officer

Job Title:	Homeless Services Officer
Responsible to:	Homeless Services Manager/Assistant Director
Hours:	37 hours per week
Salary:	£25,984 (salary includes an enhancement of £1,155 for participation in the organisations on-call system)

Job Purpose:

This role provides housing related support to people who have experienced homelessness. You will provide support to move client's forwards offering resettlement and moving on to accommodation that is more permanent.

You will support people to manage their accommodation and provide intensive housing management support; including conducting regular property, health, and safety checks, as well as effective rent collection, building maintenance and management, which includes cleaning, and preparing rooms that are welcoming to new clients. Providing practical and innovative solutions towards housing management issues to minimise the risk of failed tenancies.

There are also essential On-Call duties required for this post that does involve some unsocial hours on a rota basis.

Main Duties:

Intensive Housing Management

1. Supporting new clients during their initial journey, from referral through to sign up.
2. To sign up new clients to their accommodation, advising them of their rights and obligations under the conditions of their tenancy/licence agreements and fully inducting them into the new accommodation.
3. Ensuring benefit applications are completed for clients moving in to our services and rent payment options and responsibilities are fully explained.
4. Be the first point of contact in all matters relating to our clients accommodation e.g. housing benefit advice, arrears advice and anti-social behaviour issues.
5. To deal with any breaches of the tenancy/licence agreements appropriately. This may include implementing our warnings and eviction procedures and investigating complaints and/or incidents.
6. Carry out regular health and safety checks of individual rooms/properties. Ensuring a safe and secure living environment is maintained and repair issues or hazards are reported and managed.

7. Domestic duties including cleaning and preparing rooms to be let after they have been vacated; storing belongings in line with legal responsibilities
8. Implement the organisations rent management processes. Supporting clients to make regular rent payments and effectively manage arrears.

Housing Related Support

9. Conducting initial interviews with clients, ensuring needs and risk assessments are completed and reviewed regularly
10. Be responsible for delivering housing related support so our clients sustain their accommodation. This will include encouraging regular rent payments, budgeting and maintaining their home.
11. Advise and assist clients in practical issues related to their individual needs e.g. life skills, money management, social skills and health/wellbeing in order to promote their independence.
12. Supporting clients to progress action plans to achieve a positive and sustainable move into more permanent accommodation.
13. To be alert to the health and well-being of the clients in our services
14. Supporting those who live in our properties to access and engage with specialist agencies. Such as mental health services; substance misuse agencies.
15. Accompany clients where required to appointments and meetings.
16. Report any safeguarding or substantial risk concerns promptly and appropriately in line with organisational policy
17. To keep up to date and accurate records of all contact with clients, including using and updating our ICT systems and customer management database
18. To work as part of a planned rota, including some weekend and unsociable hours may be required dependant on service.
19. To work flexibly across our services to support colleagues with shift cover or address a specific challenge to ensure consistent delivery of services
20. Other duties as may be required and appropriate to the remit of the role.

Person specification

	E/D	Criteria Indicated E (essential) D (desirable)
Knowledge / skills / experience / Competencies	E E E E E E E E	<p>Understand the needs of individuals experiencing homelessness and the additional issues that may impact on them</p> <p>Able to support individuals to sustain their accommodation and provide intensive housing management support</p> <p>Awareness of effective risk management and safeguarding practices.</p> <p>Able to form positive working relations with others including clients, colleagues and external parties; experience of liaison with agencies/partner organisations.</p> <p>Awareness of Landlord Health and Safety responsibilities when supporting individuals in their accommodation.</p> <p>Good literacy, numeracy and IT skills</p> <p>Able to motivate clients and provide encouragement so they engage with the support available to them</p> <p>Good problem solving skills – ability to assess situations and provide solutions.</p> <p>Awareness of welfare benefits available to those out of work.</p>
Motivation	E E E	<p>Flexible and innovative approach to work</p> <p>Work in line with the organisations policies and procedures.</p> <p>Self-motivated with the ability to work autonomously and generate own ideas.</p>
Personal Attributes	E E E E	<p>Ability to deal with difficult situations, aggressive behaviours and manage conflict appropriately</p> <p>Excellent team working skills, demonstrating both collaboration and respect with peers and customers.</p> <p>Takes responsibility for own actions with the ability to make sound decisions.</p> <p>An approachable manner with the ability to remain calm under pressure</p>

	E	Strong time management skills and ability to manage a busy workload and complete required day-to-day activities
Other Requirements	E	Availability to work unsociable hours which includes weekends, evenings and late nights
	E	To take part in an On–Call out of hours rota
	D	Full driving license and access to own vehicle for business use
Special Terms DBS	This post is subject to a satisfactory basic Disclosure and Barring Service check, which will disclose any unspent convictions or warnings	

Attributes and Behaviours – we expect all successful candidates to demonstrate and work towards the following organisational behaviours and attributes. These will be tested at interview:

1. Team work and working with people

- Celebrate the changes and results we achieve, sharing our successes.
- Being accountable to each other and ourselves, working in a respectful manner and in unison with others.
- Recognising the strengths, skills and contributions of others and utilising them wherever possible.
- Embracing the diversity within our teams and services
- Taking responsibility of what needs to be done to achieve our common goal/s.

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 avoid judgement
- We provide and allow for choice, accepting mistakes and creating an opportunity for people to learn
- 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 makes 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 value feedback.

4. Innovation

- We seek new perspectives and ideas to find solutions that work for individuals and Action Homeless.
- We use our mistakes as a tool for learning and try new things by being flexible and adaptable.

- We recognise that things change and that we change too.
- We are determined, proactive and will not give up on the challenges that we are faced with.
- We look for opportunities that enable us to try new ideas

5. Collaboration and Partnership

- We understand our strengths and are passionate about our work
- We work in partnership with others both internally and externally to achieve the outcomes that our clients need.
- We deliver on the outcomes and impact 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 too.