**Job Description: Homeless Services Officer**

**Job Title: Homeless Services Officer**

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

**Hours: 37 hours** **per week**

**Salary: £27,283 (this includes £1,213 enhancement for participating in the organisation’s out of hour’s on-call on a rota basis).**

**Job Purpose:**

This role will provide person centred housing support and management to our clients, many of whom have experienced multiple disadvantages and trauma in their lives. You will provide personalised support to enable clients to move forwards and towards breaking their cycle of homelessness. You will have the time to build positive working relationships with our clients and support them whilst in our services and on to resettlement, from initial referral to moving on to accommodation that is more permanent.

You will support people to manage their accommodation, providing intensive housing management support; including conducting regular property and safety checks as well as effective void management. Supplying practical and innovative solutions towards housing management issues to minimise the risk of failed tenancies.

The role will require evening and occasional weekend working as part of a planned rota. There are also essential On-Call duties required for this post.

**Main Duties:**

**Intensive Housing Management**

1. Supporting new clients during their initial journey, from referral through to sign up.

1. Advising clients of their rights and obligations under the conditions of their tenancy/licence agreements and fully inducting them into the new accommodation.
2. Ensuring benefit applications are completed for clients moving in to our services
3. 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.
4. 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.
5. Completing 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.
6. Domestic duties including cleaning and preparing rooms to be let after they have been vacated
7. Implement the organisations rent management processes. Supporting clients to make regular rent payments and effectively manage arrears.

**Housing Related Support**

1. Conducting initial interviews with clients, ensuring needs and risk assessments are completed and reviewed regularly
2. Empower clients to make meaningful connections in their communities, building pathways to independence
3. Agree and implement individual coaching plans with clients utilising a strength-based approach. Supporting clients to create an action plan that enables them to work towards achieving their goals.
4. Supporting clients to engage with specialist services, such as health and substance misuse agencies. Working to improve access and overcome any barriers to enable clients to address their health needs.
5. Reporting any safeguarding or significant risk concerns promptly in line with organisational policy
6. To keep up to date and accurate records of all contact with clients, including using and updating our ICT systems and customer management database
7. To work flexibly across our services to support colleagues with shift cover or address a specific challenge to ensure consistent delivery of services
8. Other duties as may be required and appropriate to the remit of the role.

**Person Specification**

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| --- | --- | --- | --- |
|  | **E/D** | **Criteria Indicated E (essential) D (desirable)** | **Measure** |
| **Knowledge and Experience** | **E**  **E**  **D**  **D**  **D** | Understand the needs of individuals experiencing homelessness and the additional issues that may impact on them such as drug; alcohol; past trauma; physical and mental health  Able to demonstrate the skills to support individuals to sustain their accommodation  Experience of working with vulnerable individuals/people and awareness of effective safeguarding practices.  Awareness of tenancy and license agreement rights and landlord health and safety responsibilities  Awareness of welfare benefits available to those out of work and ability to ensure clients are in receipt of the income they are entitled to | 1,3  1,3  1  1,3  1 |
| **Skills and Competencies** | **E**  **E**  **E** | Excellent team working skills, demonstrating collaboration and respect with peers, customers and external agencies  Good problem solving skills – ability to assess situations and provide solutions.  Good literacy, numeracy and IT skills | 1,2,3  2  1 |
| **Motivation** | **E**  **E** | Flexible approach to work, with ability to take responsibility for own actions  The ability to work autonomously and confidently adopt a solution focused approach | 1  1 |
| **Personal Attributes** | **E**  **E**  **E** | Ability to deal with difficult situations, aggressive behaviours and manage conflict appropriately  Able to form positive working relations with others including clients, colleagues and external parties  Work in line within an organisations policies, procedures and safety requirements to ensure effective service delivery | 1,2,3  1,3  1,2 |
| **Qualifications and Training** | **D** | Full driving license and access to own vehicle for business use | 1,4 |
| **Other Requirements** | **E**  **E** | Availability to work unsociable hours which includes weekends, evenings and late nights as part of a planned rota  To take part in an On–Call out of hours rota | 1,3  1,3 |
| **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. | | 4 |

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| **Measures**  **1 = Application Form**  **2 = Testing**  **3 = Interview**  **4 = Other (e.g. DBS check)** |

**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.

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 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.