JOB DESCRIPTION

Derventio
People Really Do Matter

JOB TITLE:	Housing and Support Officer (Level 1 and 2) (Midlands)
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	Assistant Director Operations (Midlands)

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake an enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

You will play a key role in the support and resettlement of clients/residents, covering a wide variety of tasks that contribute to fixing broken lives.

You will work with people facing multiple and complex barriers including homelessness, mental health, substance misuse, offending behaviour and unemployment. You will work alongside the partners to ensure a multi-agency approach to support people into accommodation and support them to address the causes and consequences of their homelessness. The key focus is intensive person-centred coaching building on each person's unique strengths and aspirations so they can transition of out of their situation with dignity. You will collate appropriate monitoring data to measure and report on the success of the service.

ATTRIBUTES REQUIRED

1. Understanding and Empathy with vulnerable communities.
2. Commitment to an equality, diverse and inclusive culture
3. Resilience – enthusiasm – intelligence – integrity
4. Strong communication skills: clear oral communication, good listening and recall, excellent written skills.
5. Problem solving and decision-making skills.
6. Out of the box thinking.
7. Teamwork
8. Discretion, trustworthiness, tact and diplomacy to deal with highly sensitive and confidential matters.
9. Experience with Microsoft Office and able to learn case management software.
10. Efficient, accurate and good attention to detail.

DUTIES AND RESPONSIBILITIES OF THE POST

The principal duties and responsibilities of this role will include, but are not limited to, the following:

1. Provide a housing, general support and resettlement service.
2. Process referrals and undertake assessments to identify persons suitability for services.
3. Develop and maintain effective working relationships with a wide range of statutory and voluntary sector service providers.
4. Efficiently manage a caseload to ensure effective use of time and resources.
5. Complete risk assessments and adhere to the safeguarding policy.
6. Ensure the right mix of residents in any of the Company's shared housing to balance behaviours.

7. Work one-to-one with individuals facing multiple and complex challenges who are going through the toughest of life transitions, through face-to-face meetings, phone calls and text messages, using non-collusive and non-coercive supportive conversations that create a sense that change could be beneficial and possible.
8. Work towards the individual's Housing/Support Plan through a client centred support plan to address needs around accommodation and sustaining accommodation. Ensure these are regularly reviewed and outcome/solution focused.
9. Advocate as necessary to maximise opportunities for individuals.
10. Assist the individual to maximise their income, applying for housing or personal benefits or charitable groups for donations and assistance where appropriate.
11. Take appropriate and timely action to deal with any breaches of licence agreements/tenancies and other contracts.
12. Ensure relevant computer system are updated appropriately with move ins/move outs and all notes and records required are completed promptly and accurately. Complete all relevant paperwork, and monitoring in line with project objectives, company policies and procedures, and Data Protection
13. Assist the Allocations Team in prioritizing void properties to enable them to be let quickly and within targets, ensure all let and unlet units are recorded on the system in an accurately and timely manner.
14. Work independently and as a team as necessary for the proper performance of the role and to provide a quality service.
15. Where requested provide cover in the team for absences.
16. Broker external housing and/or support solutions as required with other housing providers, landlords, support services.
17. Ensure that residents are kept appropriately informed of changes that may affect them, followed up in writing.
18. Attend meetings with clients/residents as necessary.
19. Work with the Income Recovery team in taking appropriate action to deal with rent and charge arrears.
20. Conduct health and safety checks on properties and report all defects/repairs issues in a timely manner according to company policy.
21. Attend meetings and carry out duties outside of usual office hours (ie evening and weekends) when necessary for the delivery of the service.
22. Provide the line manager accurate and timely reports, statistical data and case studies as required.
23. Report any complaints in the appropriate way following company procedures.
24. Attend training and development as identified and be knowledgeable about supported housing matters and best practice.
25. Attend and contribute to regular Team Meetings and other meetings as directed.
26. Follow all policies and procedures to ensure effective service delivery, pay attention in particular to: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems, and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY, DATA PROTECTION & GDPR

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR and subsequent updates.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees, other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone, and anyone who may be vulnerable.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: