

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Management (Tenancy)

JOB TITLE: **Substance Use Support Officer (Housing)**

ROLE PROFILE

Job Title:	Substance Use Support Officer
Directorate:	Housing
Division:	Housing Management (Tenancy Management)
Grade:	9
Hours (per week):	36
Reports to:	Housing Tenancy Sustainment Team Manager

Responsible for: The post holder will support the screening of tenants for substance use. Once screened the postholder will refer to other services, support the development of risk assessments for vulnerable tenants and their families related to the individual's substance use. The aim is to work towards a reduction in use and improve health outcomes

The post holder will explore with housing how risk is identified in relation to substance use, the impact on the family and individuals and how safeguarding fits into the remit of this work

The postholder will support the identification of training for this team and liaise with the Public Health Team where there is an opportunity to commission training and feed into the Public Health Team Workforce Development plan

To provide a comprehensive service within a multidisciplinary setting to vulnerable tenants living in Council managed homes, focusing on those that are using substances which will also include issues such as mental health issues, learning and physical disabilities; antisocial behaviour to prevent breakdown of tenancies and homelessness.

The post holder will develop referral pathways and work in close contact with partner organisations providing health services Probation Service; Children and Adults' Social Services as well as voluntary sector agencies and will act under the terms of Housing Act 1996, Community Care Act 1990, Mental Health Act 1983 and 2007, Mental capacity Act 2005 and Safeguarding vulnerable Adults Pan London Procedures.

Role Purpose and Role Dimensions

Maintaining customer records and archive systems in accordance with directorate procedures and policies and statutory requirements. Focusing on tenants who are using substances and experiencing issues arising out of this such as mental and physical health, learning and physical disabilities; antisocial behaviour The post holder will develop referral pathways and work in close contact with CGL, SLAM, Probation Service; Children and Adults' Social Services as well as voluntary sector agencies and will act under the terms of Housing Act 1996, Community Care Act 1990, Mental Health Act 1983 and 2007, Mental capacity Act 2005 and Safeguarding vulnerable Adults Pan London Procedures.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to consider and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Drug and Alcohol Team, Council Tenants and families/carers', Primary Care Trust Staff - GP's Nurses, Health Visitors, SLAM, MAPPA panel, Safer Neighbourhood Teams, Age Concern, Mind, Staying Put, Bereavement services, and a whole range of other relevant statutory and voluntary sector organisations

Key Internal Contacts:

Operational Managers in Tenancy and Income, Repairs team, Caretaking staff, Welfare Rights Team, CYPL Social Workers and Leaving Care Team, Adult Care Managers and Social Workers, Occupational therapists, Community Care Alarm Team (INVICTA), Care UK; Trees & Woodlands Team, Housing Options, Contact Centre, Travel Service, Environmental Health.

Financial Dimensions:

A good understanding of Welfare Benefits system; financial assessments and charging policies. Understanding of Substance Use and how it can impact on an individual's financial choices/tenancy. In addition, how it can impact an individual physically and/or emotionally and their ability to plan effectively.

Key Areas for Decision Making:

- Assessing Substance Use and managing risks that vulnerable tenants may face.
- Assessing and intervening in line with Safeguarding vulnerable children and adults' procedures
- Identifying immediate harms from substance use and providing harm reduction advice related to identifying individual harms and providing advice on controlling use and safety of individual and those around them

- Preventing the breakdown of council tenancies due to rent arrears; drug and alcohol use and dependency, mental health problems; physical or learning disabilities; anti-social behaviour or offending history
- Take part in actions to resolve complex tenancy matters in relation to issues affecting vulnerable tenants.
- Participate in panel meetings for sheltered and special sheltered blocks. Providing the panels with information as to whether the needs of a vulnerable tenant can be met in these types of accommodation.
- Taking responsibility for your own decisions
- Challenging the decisions of other professionals, in the interests of vulnerable tenants

Other Considerations:

Ability to work on your own.

Ability to visit clients in the community and sometimes work in environments that could be considered unhygienic.

Be responsible for personal safety and individual risk assessment when entering potentially dangerous environments.

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

Enhanced DBS check

What level of check is required?

Is the post politically restricted
([Click here for guidance on political restriction](#))

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
([Click here for guidance on ROA](#))

Key Accountabilities and Result Areas:

Key Elements:

This will involve:

Providing support and links to other services to sustain tenancies.

This will involve:

Working with managers and other members of the team to manage complex cases.

This will involve:

To create strategies to maintain tenancies

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.

There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Substance Use Support Officer (Housing)

Qualifications: Level 5 Health and Social Care ie NVQ/Diploma in Adult Care, Diploma in Social Care or Level 5 qualification in Housing ie CIH Level 5 Diploma in Housing

Essential knowledge: Ability to demonstrate, maintain and apply in depth knowledge and understanding of tenancy sustainment issues faced by vulnerable tenants focusing specifically on those using substances

The post-holder should have equivalent working experience in Housing or Social Services and a good working knowledge of substances and their effects on individuals

Essential skills and abilities:

- Ability to empathise with the experience of vulnerable tenants who are using substances.
- Ability to quickly build rapport with vulnerable tenants using substances.
- Ability to identify and act decisively on hazardous and harmful living environments
- Ability to organise your own workload effectively, work within agreed deadlines and prioritise urgent cases.
- Ability to work under pressure and with tenants who may exhibit challenging behaviour due to their substance use and mental health.
- Ability to work in a multidisciplinary setting and to build working relationships with internal and external agencies.
- Ability to advocate on behalf of vulnerable tenants and negotiate support services with referring agents, colleagues, statutory and voluntary sector.
- Excellent communication skills and ability to communicate internally and externally with tenants and professionals involved in their support.
- Ability to provide support, guidance and accurate advice to other members of the team regarding substances and their impact.
- Ability to identify and coordinate the training needs of the team in relation to substances

Essential experience:

- Experience of working with vulnerable people who are using substances in a variety of settings including services that deliver interventions to those who are using/have used substances
- Experience of carrying out comprehensive needs and risk assessments
- Experience of assisting people to access services
- Experience of advocating for vulnerable service users

**Special
conditions:**

The ability to work flexibly as required, including some evening work. Travel independently around the borough.