

## **Job Description**

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|-------------------|----------------------------|-----------------|---|
| <b>Post title</b> | Assertive Outreach Officer | <b>Grade</b>    | D |
| <b>Department</b> | Housing Options Team       | <b>Post ref</b> |   |

### **Overall job purpose**

To work proactively with homeless households and those in urgent housing need to identify support needs and work collaboratively to overcome barriers to their successful move-on and resettlement.

### **Reporting relationships**

**Reports to:** Housing Options Team Leader

**Responsible for:** n/a

### **Key tasks and responsibilities – post specific**

Conduct needs assessments to identify support needs and potential barriers to successful move-on and resettlement. The approach will be based upon positive engagement and empowering service users to address underlying issues.

Work in partnership with service users and support providers to devise and deliver a joint action plan aimed at overcoming the obstacles and barriers to move-on and resettlement. The approach will be very much hands on, with a focus on identifying creative solutions to complex problems.

Develop effective positive working relationships with a range of statutory and voluntary agencies and other support providers including Social Care, DWP, Change Grow Live & Health services

Support the service user in searching for suitable accommodation and in engaging with the landlord be it a supported housing provider, Council/RP or private landlord.

Attend viewings and property sign ups, supporting the service user, helping them to understand their roles and responsibilities.

Ensure there is a continued focus on positive user engagement and empowering the service user to take a lead role in addressing their support needs. Tackle barriers with a 'can do' attitude

Provide tenancy sustainment advice, ensuring the service user is supported and best placed to successfully manage in their new home.

Inspect properties to ensure they are safe and suitable for occupation and compliant with all relevant regulations.

Ensure appropriate systems are in place to log monitor, manager and review records and case files in accordance with Council policies.

Represent the Council at working groups and landlord forum events.

Produce communications as required including promotional material, forms and documents relevant to the service.

Provide statistical returns and produce service related reports in order to ensure the continuous development and improvement of the service.

### **Key tasks and responsibilities – corporate**

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

### **Employee signature**

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**