

Job description

Job title:	Rough Sleeper Prevention Officer (Fixed-term contract 18-months)		
Directorate:	People	Salary:	£37,563 - £42,123 FTE Plus £753 London Weighting
Section:	Rough Sleeper Team	Grade:	BG-G, SCP25-30
Location:	Time Square	Work style:	Hybrid

Key objectives of the role

- Deliver an outreach service across the borough to identify and engage with rough sleepers, ensuring timely access to support and housing services.
- Secure suitable accommodation for single homeless households and individuals threatened with homelessness, including both temporary and permanent housing solutions.
- Provide tenancy sustainment support to help individuals maintain their accommodation, promote independence, and prevent repeat homelessness.
- Conduct Part 7 housing assessments for single homeless individuals and rough sleepers, determining eligibility, housing duties, and appropriate support pathways.

Designation of post and position within departmental structure

Asst Director

Head of Housing

Rough Sleeper Team Manager

Rough Sleeper Prevention Officer

Daily and monthly responsibilities

- Work with clients to prevent homelessness by supporting them with tenancy sustainment and understand the barriers to securing and sustaining accommodation for those on low incomes and/or with complex support needs.
- To reduce rough sleeping in the borough by conducting regular outreach work in order to identify and make contact with rough sleepers and to help assist with the delivery of the new 'everyone in' government scheme.

- Undertake assessments with clients to assess their needs and support them to find, secure and move into appropriate accommodation.
- To complete part 7 housing assessments to assess single applicants presenting as homeless.
- Ensure that clients have access to specialist services as required, utilising both internal and external resources.
- Develop positive working relationships with clients in order to facilitate the best possible outcomes and to address issues of social isolation and exclusion.
- Maximise client's income by assisting with finances, including benefit claims and debt issues by liaising with appropriate agencies.
- To adhere to policies and procedures relating to the Safeguarding of Children, Young People and Vulnerable Adults.

Scope of role

The post involves lone working and visiting vulnerable households and the post holder will be required to use Council laptops in that context which will hold category 3 level information.

The post has significant impact on customers as failure to identify and enable customers to secure the maximum income and support needs will jeopardise the customers housing situation.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

Person specification

Key criteria	Essential	Desirable
Skills and qualifications	A good level of education so that financial assessments and calculations can be undertaken and also good written abilities to produce decisions reports and letters for customers. Excellent IT skills	
Competence summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. Experience of providing outreach services with individuals rough sleeping on the streets and in emergency shelters Knowledge of the issues affecting single homeless people Understanding of the causes of and pathways out of homelessness Ability to manage and prioritise a varied case load of work Experience of agreeing individualized client focused care and support systems for homeless people, including key working, care planning and joint working with internal and external agencies Experience of providing tenancy sustainment support to customers in order to prevent homelessness Experience of conducting assessments and interviewing customers to gain a full understanding of their needs Ability to work with clients who may display challenging behaviour Experience of explaining options and the consequences to customers	Experience of completing part 7 housing assessments with customers approaching as homeless A working knowledge of the Homeless Reduction Act 2017 Knowledge of housing options including affordable housing, private rented sector, low-cost home ownership, mortgage rescue Knowledge of financial assessments and ability to undertake them

Experience of problem solving with customers and gaining agreement to a course of action

**Work-related
Personal
Requirements**

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

**Other work
requirements**

A satisfactory enhanced Disclosure and Barring Service check.

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

This post is exempt from the Rehabilitation of Offenders Act 1974

**Role models
and
demonstrates
the
Council's
values and
behaviours**

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality and Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and Council policies/procedures.