

Job description

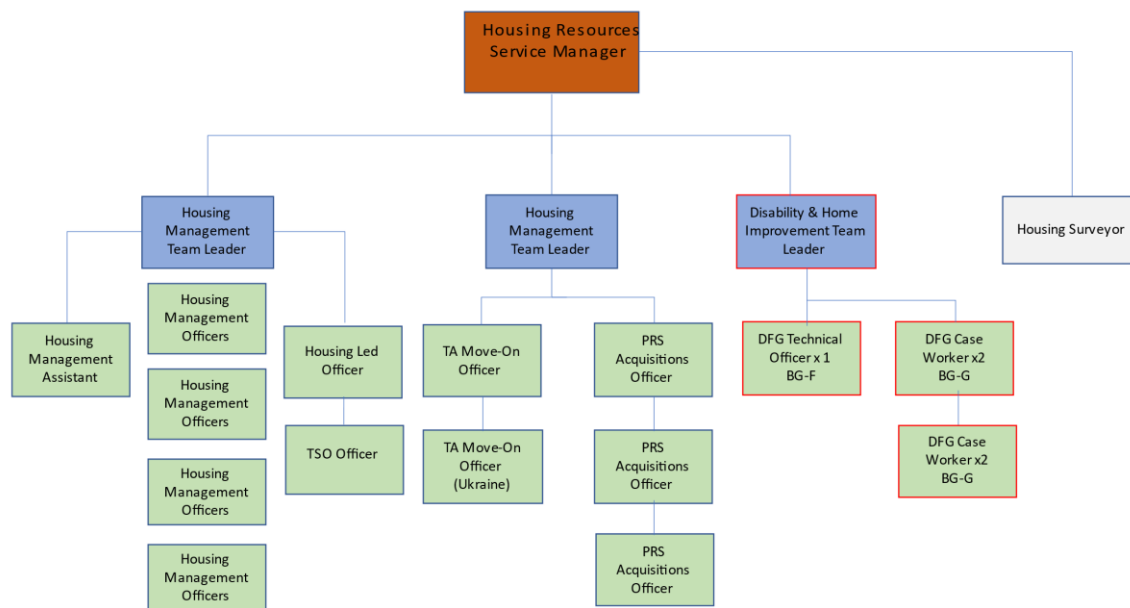
Job title:	Housing Led Officer – 18 months fixed term contract		
Directorate:	People	Salary:	£37,563 - £42,123 per year plus London Weighting £753 and Essential Car User Allowance £963
Section:	Welfare & Housing Resources	Grade:	BG-G SCP 25 - 30
Location:	Time Square	Work style:	Flexible

Key objectives of the role

- To provide a flexible person-centred approach to support homeless clients with multiple, high and complex needs accepted for our Housing Led service.
- To be responsible for the day-to-day delivery of the service; managing a small caseload of clients with the overall goal of supporting them to sustain their tenancy for up to 2 years and to support them to move on into permanent accommodation.
- To provide ongoing and intensive support to help your clients set up their home and maintain their tenancy. You will offer support over treatment and other issues assertively. Support will be offered in the tenants' homes as well as in the community support to clients, tailored to individual needs and aspirations, with clients being able to choose, as far as possible, what, how and when support is delivered.

Designation of post and position within departmental structure

Housing Resources



Daily and monthly responsibilities

Service Delivery

1. To make contact with and build and maintain pro-active working relationships with clients on your case load.
2. To offer a personalised service to each client and liaise with other agencies or specialist workers where appropriate.
3. To advocate, where appropriate, on behalf of clients with external agencies regarding their welfare rights, Primary Health Care needs and other issues affecting their health and well being
4. To maintain a caseload of clients and offer clients assertive, consistent, ongoing guidance & support tailored to individual needs.
5. To ensure that regular case reviews are carried out within agreed timescales and that Outcome Stars are implemented and consistently high-quality case notes are recorded.

Referral and Assessment

6. Arranging and carrying out assessment interviews with clients and other relevant parties.
7. Carry out initial risk assessments in relation to all clients assessed for the service carrying out regular reviews.
8. Supporting clients to prepare for taking on their tenancy.

Tenancy Support

9. Negotiating support plans with each client; motivating clients to identify and work towards individual goals consistent with sustaining their tenancy.
10. Engage clients in the process of resettlement planning, where appropriate, and reviewing regularly to take account of any changes.
11. Hold regular meetings with clients primarily in their homes, and also in the community; discussing their needs and working with them to identify options.
12. Monitoring clients' physical/mental health and liaising with specialist services as appropriate.

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13. Address issues of social isolation and exclusion; facilitating clients' involvement in the community.
14. Advising clients on benefit entitlements and ensuring that their income from benefits is maximised.
15. Assisting clients in acquiring the necessary skills to effectively hold down a tenancy and to provide advice on training, employment and related issues
16. Assisting clients in accessing specialist help; coordinating the involvement of external support agencies as appropriate.
17. Accompany clients to interviews and viewings with housing providers where necessary.
18. Provide clients with practical support to make their homes habitable, e.g. accessing furniture projects, setting up utilities, dealing with minor repairs and maintenance.

Tenancy sustainment and support

19. Ensure that the client understands and complies with the terms of their tenancy. Provide appropriate support where they do not (e.g. neighbour disputes).
20. Monitor payment of rent and service charges.
21. Carry out inspections of properties to ensure that they are safe and well-maintained. Liaising with the housing management team or accommodation provider over any repairs/replacements needed.

Scope of role

The post holder will manage a personal budget of up to £2,000 per housing led customer coming into the service to furnish their home and manage their tenancy and household expenditure.

The post holder will be required to make home visits to vulnerable residents and will therefore be designated as an essential car user. In carrying out these duties, they will be required to use a council issued laptop, which may contain Category 3 information, while working remotely in residents' homes.

The post has significant impact on customers as failure to identify risk to safeguard the welfare of residents, assess suitability of accommodation and support needs could jeopardise the customers housing situation and the council could face legal challenge in the form of judicial review. They will be required to make decisions for example, suitability of accommodation, or the discharge of statutory homeless duties

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	Educated to GCSE standard or equivalent, including Maths and English. A good level of education so that financial assessments and calculations can be undertaken and also good written abilities to produce reports, case notes, assessments and referrals for partner agencies. Excellent IT skills	Housing related qualification Experience of providing welfare advice and support Knowledge or experience of housing and/or housing legislation A sound working knowledge of Housing Act 1985, Housing Act 1996 (Part VI) and Homelessness Reduction Act 2017 Up to date knowledge of housing legislation in relation to allocations, homelessness, Landlord and Tenant Law.
Competence summary (Knowledge, abilities, skills, experience)	Experience of project delivery in a similar service (homelessness). Experience of dealing with a diverse and vulnerable clientele, rough sleepers/homeless households either face-to-face, on the phone or through email. Knowledge of welfare benefits both national and local discretionary benefits and eligibility. Ability to work to conflicting deadlines and able to manage time and resources effectively. Ability to investigate ways in which to secure access to residential property. Have an awareness of the Health and Safety Standards for Rented Homes (HHSRS). You should have good negotiation and communication skills. Specifically, with landlords and letting agents to secure property on the most economically advantageous basis for the council	Experience of project management in housing/homelessness service. Experience of working in a busy, front line, customer-focused team. Knowledge of financial assessments and ability to undertake them. Have experience in liaising with landlords within the private rented sector. Knowledge of local housing market in Bracknell/Berkshire. Excellent stakeholder management skills such as gaining confidence of landlords and letting agents. Have an understanding of and keep up to date with Housing Act 1996, Homeless Reduction Act 2017, the Children's Act, Care Act, HHSRS, and other related legislation, including, landlord and tenant legislation including Right to Rent, benefits and welfare rights. Experience of problem solving with customers and gaining agreement to a course of action. Being solution

	Ability to manage and record legal documents to establish the desired outcome. Knowledge of housing options including affordable housing, private rented sector, low-cost home ownership, mortgage rescue. Experience of interviewing customers to gain a full understanding of their needs. Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.	focused, persuasive and skilled in overcoming barriers Experience of providing emotional support to customers who are faced with difficult/challenging situations. Experience of explaining options and the consequences to customers
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. Must have access to a vehicle for business use.	
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.