Job Description

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| **Job Title** | Accommodation Support & Wellbeing Officer  |
| **Grade** | Grade (G)  |
| **Reporting To** | Housing Options Manager  |
| **JD Ref** | REG0072G |

Purpose

Facilitate access to emergency temporary homeless accommodation for those households who present as homeless to the Council, providing support and assisting to improve their health and wellbeing whilst accommodated, along with providing practical advice and support to secure permanent housing.

Main Duties and Responsibilities

**Behavioural:**

1. Ensure that housing advice and assistance is given to all clients with due regardto relevant housinglegislation, Part 7 of the Housing Act 1996 (provides the statutory under-pinning for action to prevent homelessness and provide assistance to people threatened with or actually homeless.~~)~~ within agreed timescales, ensuring compliance to the requirements of the legislation.
2. Providing immediate and creative housing solutions, to ensure that Families and individuals are placed appropriately in temporary accommodation, that takes into consideration their health, support and care needs.
3. Completing risk assessments, to identify any immediate risk that may be posed to other members of staff and/or the public, that will inform appropriate placements. Including consideration of support networks.
4. Maintain temporary/dispersed accommodation and carry out site visits, sign ups and site inspections/ inventory checks when required. Support households to maintain their Temporary Accommodation to minimise disrepair and health and safety risks.

5. Provide tailored advice and support plans for clients/household which includes those with complex and diverse needs, including those fleeing Domestic Abuse and were required make referrals/signpost to relevant statutory services and other relevant community & voluntary services to improve health outcomes, (including GP’s, dentists, mental health service, alcohol/drug treatment services etc).

1. Maintain and monitor accurate electronic records to inform progress with cases, provide an audit trail and enable reporting on key information. To support the sustainment and safety of households within temporary accommodation where challenging behaviours arise, including liaising and mediating with landlords, proprietors, agencies and neighbours and where appropriate issue formal warning and notices if breaches in licence conditions occur.

7. Working in partnership with/and make relevant referrals to other Council sections and public partners such as, Probation, Social Care and Children Services, ASB Team, Registered Housing Providers; private partners such as landlords, agents and contractors and CAB to ensure continued tenancy sustainment.

1. To provide advice and assistance regarding the overall housing services process for supporting move on from temporary accommodation. Providing clarification on re-housing options including access to social housing/auto bids etc and financial support that may be available, including tenancy deposits, and rent in advance. Assisting those placed in Temporary Accommodation to make informed decisions regarding the options available and ensure that households are aware of the consequences of those choices, to reduce the time spent in Temporary Accommodation.
2. To manage own workload and ensure escalations are made to the line manger when required, who will also provide supervision for the post holder.

**Communication, Engagement and Training:**

* Provide support to those placed in Temporary accommodation include responding to ASB/neighbour disputes.
* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Any other duties commensurate with the grade.

**Role Specific Knowledge, Experience and Skills**

**Qualifications**

* Educated to GCSE level or equivalent and/or relevant experience.
* *Desirable*- Health / Support qualification BTEC / NVQ level 3 or equivalent experience.

**Knowledge & Skills**

* Excellent interpersonal and customer care skills
* Willingness to learn and develop new skills of work relating preventing homelessness.
* Ability to prioritise work, meet targets and deadlines.
* Good understanding of the impact homelessness can have on individuals, families, and the wider community.
* An ability to communicate with individuals about promoting their health and well-being while living in homeless temporary accommodation.
* Knowledge of issues that affect access health and wellbeing services.
* Ability to follow guidelines, policy and procedures including record keeping.
* IT Skills – Microsoft Office and other software for data/ case management. Ability to manage a caseload of varied work and work to own initiative.
* Awareness of equality and diversity specifically in relation to supporting minority groups
* *Desirable*
* Ability to manage expectations and deliver positive outcomes when completing property searches and negotiations with estate agents and Landlords.
* Ability to problem solve and think innovatively to find solutions and remove barriers for homelessness clients.
* Ability to evaluate and make decisions regarding safeguarding when dealing with complex/ chaotic families.
* Ability to mediate between clients and third parties (Landlords) to find compromises and solutions to disputes / issues whilst in temporary accommodation.
* Ability to understand and evaluate risks when dealing and managing complex clients (Lone working)
* Ability to carry out property inspections and issue warning notices / evictions.
* Understanding of Statutory services including, Probation Services and relevant licence restrictions, Social Care Assessment, Children services, Mental health act (capacity) and complex needs.
* Understand the complexities of Domestic Abuse and provide secure accommodation and support to the victims.

**Experience**

* Experience of homelessness and housing support/advice.
* Experience of working with vulnerable/complex client groups
* Working as part of a team.
* Experience of motivating and delivering services to vulnerable clients with challenging and diverse needs
* *Desirable –*
* *Experience of negotiating skills*
* *Experience of multi-agency working*
* Experience of dealing with conflict/aggression
* Experience of dealing with ASB/neighbour disputes

**Additional Information**

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

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Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Driving duties
* Exposure to persons with challenging or aggressive behaviour

Approved By: 

 Lisa Newman Assistant Director Housing

Date Of Approval: 31/07/2024