

Role profile

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Homeless Support Officer (female)		
Salary/Band	3	Hours	37
Location	Millpond House, Castle Road , Kidderminster, and various locations	Position Type	Full time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		

Generic Responsibilities

- Acting corporately to support new innovation and creative opportunities in the delivery of the Council's services
- To work with colleagues within Housing and Planning as part of the 'one team' approach to meet corporate priorities.
- To work collaboratively with colleagues within and across teams to support and/or lead new initiatives to transform the delivery of the Council's services and ensures the long term financial stability of the Council.
- Ensure a positive and flexible approach to the variety of tasks within the role in order to meet customer and work demands.
- Operate as an effective and reliable team member to achieve own accountabilities and team objectives.
- Assist in the resolution of enquiries to ensure a customer focused, high quality service is provided.

Task Specifics

The "task specifics" is the non-contractual element of your post and is a more detailed description of the day-to-day activities which will be reviewed in line with the appraisal process and can change when priorities change

Job Purpose

- To work alongside the female rough sleepers to create a support / pathway plan into sustainable housing that includes addressing barriers to rehousing.
- To deliver a pre-tenancy program for homeless and potentially homeless households living within emergency accommodation that includes health and wellbeing, pursuing meaningful activities, education and training and preparing them for employment.
- To work out of Millpond House, New Street and various other temporary accommodation settings and in the community
- To develop positive relationships and pathways with organisations to ensure early reporting, intervention and support is available for households who are, or at risk of, rough sleeping.

Service to Customers

- The post holder will work more broadly with members of the public, partners and external organisations to support the clients.
- To work in partnership with the Housing Advice Team, other council staff and other agencies to support residents within the emergency /temporary accommodation and then to help them settle into longer term accommodation in the private or social rented sector or in their own homes to ensure they sustain their accommodation, become tenancy

ready and move forward with their lives.

- To work occasional evenings or weekends to meet the demands of the customers.
- To improve access to appropriate services, information and advice for people who may be at risk of losing their accommodation both in the short and long term.
- To work alongside partners to create pathways into the service and ensure integrated wrap around support is provided longer term via relevant agencies.
- To support rough sleepers to access and sustain their tenancies, especially for those with complex needs who may have difficulty accessing and sustaining accommodation. This includes.
 - To devise and implement appropriate one to one support / pathway plans that include identifying longer term housing options.
 - To provide support, information and advice to individuals with regards to maintaining short- and longer-term accommodation.
 - To encourage and empower clients to make best use of appropriate statutory and non-statutory resources where they may be at risk of losing accommodation or to assist them in accessing accommodation.
 - To aid clients to improve their financial wellbeing, including accessing education, training or employment and claiming appropriate benefits where necessary.
 - To work with clients to ensure their health and well-being needs are being met and to enhance life skills.

Business Improvement / Planning Responsibility

- To support the Housing Advice Team in devising policies, procedures and team workplans and supporting the wider team in developing and delivering the Service Plan.

Managing Resources (People, equipment, buildings)

- The post holder does not have any direct management responsibilities.
- Maintain accurate records within agreed timescales to monitor individual clients and for the purpose of reporting on service provision and performance, this includes fully utilising the relevant Homelessness and Housing Register packages.

Specific Knowledge and Skills required for this role:

Essential

- Previous experience for a minimum of one year in providing a service to customers preferably in an advice or support role dealing with complex individuals.
- Excellent Communication Skills: Ability to communicate clearly and effectively, both verbally and in writing, to assist customers and address their inquiries or concerns including case notes, letters etc
- Capacity to understand customers' perspectives, demonstrate empathy, and remain patient, even in challenging situations, to provide exceptional service
- Problem-Solving Abilities: Proficiency in identifying and resolving customer issues or complaints efficiently and effectively, finding suitable solutions to meet their needs
- Interpersonal Skills: Capability to build rapport with customers, fostering positive relationships and ensuring a positive working environment
- Organisational Skills: Ability to organise and prioritise tasks effectively, manage time efficiently, and maintain a structured workflow to meet deadlines and achieve objectives
- Technology Proficiency: Competence in using office software applications such as word processing, spreadsheets, email and other in-house systems.
- Adaptability: Flexibility to adapt to changing priorities, tasks, and responsibilities in a dynamic office environment, demonstrating resilience and a willingness to learn new skills. Ability to work outside of normal working hours if required.
- Teamwork and Collaboration: Ability to work well as part of a team, collaborate with colleagues from diverse backgrounds, and contribute positively to a cooperative work environment
- Time Management: Ability to prioritise tasks and manage time effectively to handle multiple tasks promptly and efficiently

- Conflict Resolution: Proficiency in resolving conflicts and disputes with members of the public in a calm and diplomatic manner, de-escalating tense situations and maintaining composure under pressure.
- Attention to Detail: Keen attention to detail to ensure accurate documentation of information, minimising errors and discrepancies.
- Must be resourceful and able to innovate/act on own initiative in a consistent way whilst being responsive to the needs of others
- Good negotiation, persuasion and advocacy skills
- A sound understanding of relevant housing law and legislation and have a good understanding of all other legislation likely to impact client base.
- Must have experience of working in partnership with other organisations and teams.
- To have the necessary skills to represent the team at meetings with other departments, Registered Providers, Social Services, voluntary organisations and other bodies including multiagency panels.
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Desirable

- A strong knowledge of how social benefits and welfare system operates.
- An excellent understanding of the underlying causes of homelessness and associated needs such as mental health, substance misuse, alcohol dependency etc.

Health, substance misuse, alcohol dependency etc.			
Education	Essential	Desirable	5 GCSE 9-4 level including Maths and English or Equivalent A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
	X		
		X	
		X	
		X	
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
		X	
DBS requirements		Not required for post	
		Basic	
	X	Enhanced Adults	
		Enhanced Adults & Children	
Additional Special Requirements	Business Mileage It is desirable that the post holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense will be at the rate as agreed by the Council. You may, therefore, from time to time be required to provide suitable vehicle and your car insurance should cover you for business use. Physical Exertion and Mobility This job includes duties that may require an element of physical exertion and mobility on an occasional or frequent basis. Disclosure Clearances – Enhanced Appointment to this post is subject to satisfactory clearance of Disclosure and Barring Service Check. The check is for the Authority to ensure that anyone in a position within regulated work is not barred from working within the relevant workforce(s). You are required to notify the HR Team if you are subsequently arrested, or are being investigated, which would have an impact on your ability to be employed within a position within regulated work.		
Health and Safety (standard info not to be changed)	• To monitor and comply with Health and Safety of tasks and projects • To assist with and undertake risk assessments, method statements, standard operating procedures. • As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others		

Values and Behaviour (standard info not to be changed)	Work to the Council's Values and associated Behaviours. We are Working Together • We are one team, all working towards the Council's vision for the district We are Fair • We treat people fairly, we are inclusive and embrace our differences We are Dependable • We do what we say we are going to do, you can trust us to deliver on our promises We put Communities first • We listen, we set targets for ourselves and the services we deliver
Corporate Accountabilities (standard info not to be changed)	Equality, Diversity, and Inclusion • Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively. Health and Safety • To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate. Information security and governance • Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance. • Cyber Security Awareness Safeguarding • Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

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