



Wyre Forest
District Council

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

Reporting to: Temporary Accommodation and Support Manager

Salary Band: 3

Generic Responsibilities

- Acting corporately to support new innovation and creative opportunities in the delivery of the Council's services
- To work with colleagues within Strategic Growth as part of the 'one team' approach to meet corporate priorities.
- To work collaboratively with colleagues within and across directorates 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.

Corporate Accountabilities

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.

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.

TASK SPECIFICS

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

Purpose of the role
<ul style="list-style-type: none"> • To develop positive relationships and pathways with organizations to ensure early reporting, intervention and support is available for households. • To work alongside the customer 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.
Service to Customers/Key Relationships
<ul style="list-style-type: none"> • The post holder will work more broadly with members of the public, partners and external organizations to support the clients. • Internally the post holder will work with other members of the wider Strategic Growth team • 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 working 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 customers 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 wellbeing needs are being met and to enhance life skills.
Business Improvement/Planning Responsibility
<ul style="list-style-type: none"> • 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.

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

Skills, Knowledge, Experience, Qualifications**Essential**

- Good basic education including 5 GCSE A-C including Maths and English or equivalent
- Previous experience in providing a service to customers preferably in an advice or support role.
- Must be resourceful and able to innovate/act on own initiative in a consistent way whilst being responsive to the needs of others.
- Must be able to communicate clearly, concisely and courteously with the public, other professionals, and Member both face to face and by telephone.
- Must be able to demonstrate negotiating and persuading skills.
- Must be numerate and literate.
- Able to work well within a team.
- A good understanding of all other legislation likely to impact client base.
- The ability to provide information and advice in accurate spoken English.
- A sound understanding of relevant housing law and legislation.
- To represent the Strategic Growth team at meetings with other departments, Registered Providers, Social Services, voluntary organisations and other bodies including multiagency panels

Desirable

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

Values & Behaviours

Work to the Council's Values and associated Behaviours - WFDC

We are **Working**
Together

We are **Fair**

We are **Dependable**

We put
Communities first

We are one team, all working towards the Council's vision for the district	We treat people fairly, we are inclusive and embrace our differences	We do what we say we are going to do, you can trust us to deliver on our promises	We listen, we set targets for ourselves and the services we deliver	
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Special Conditions of the Role
<p>Please refer to Appendix 1 and include any special conditions that are applicable to the role.</p> <p>i.e. Enhanced DBS required, politically restricted post etc</p>

Date Prepared: Reviewed