

## **JOB DESCRIPTION**

Job Title: Homelessness Reduction Officer  
Department/Location: Community Service– Community based  
Manager: Head of Community Services  
Salary Range: NJC Sale 19-25

### **Overall purpose of the job:**

To provide support to vulnerable single homeless individuals with a variety of support needs, such as mental health, substance misuse, offending behaviour, physical health issues and learning disabilities.

To provide individuals support in accordance with their Personal Housing Plan, developed with their Housing Assessment Officer from Norwich City Council.

To liaise with Pathways to explore all suitable housing options for the individuals to prevent homelessness.

### **Performance Outcomes:**

To work at the Temporary Accommodation service, at Barnards Yard, providing 1 – 1 support to individuals accommodated there following a homelessness application, in accordance to their Personal Housing Plan.

To provide housing related support within the service, when required, to ensure that the service is operating effectively.

Developing positive relationships with the individual, and other agencies ensuring that every interaction is an opportunity for engagement.

To monitor the progress of the individuals using the recovery star, reducing the risk of homelessness. Provide feedback to the line manager in quarterly reports.

### **Main Tasks & Activities:**

To assist service users to complete tasks outlined in their Personal Housing Plans. In doing so, offering the widest possible flexibility and choice through comprehensive

engagement with the community, activities, voluntary organisations, and provider services.

To provide a broad range of support to the individual to meet their specific needs, ensuring that they adhere to their licence agreement and the house rules of their accommodation.

To provide support to ensure that the Temporary Accommodation Service is operating effectively and in accordance to the Service Level Agreement with Norwich City Council.

Actively seek to safeguard service users within the safeguarding adult's guidelines and procedures whilst promoting independence.

Ensure that risks are identified and appropriate referrals to risk enablement are made.

To liaise with the Pathways Service, at the drop-in at U1R, to ensure that all appropriate housing options are explored with the service user to prevent homeless.

To implement and review support plans as directed by the services users and their personal support networks, ensuring person centred delivery of services.

To work in close partnership with colleagues in health services, other agencies, families/carers, and other Council Services in order to achieve a coordinated service based on the support plan, within eligibility criteria.

To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To undertake relevant training and development appropriate to the role and be an active participant in supervision and appraisal to ensure own development.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and other and to comply with the Health and Safety policy and service-specific procedures/rules that apply to this role.

Ensure that all records/reports, in whatever format, are completed thoroughly and accurately.

To ensure that own practice is of the required standard by knowing and implementing relevant policies, procedures, and guidance.

To attend appropriate meetings and forums, relevant to the role, and actively promote the service.

Attend regularly all staff meetings and other team meetings as directed by the management.

Promote and represent St Martins at any outside forum attended.

Be aware of and follow all of St Martins procedures including those relating to fire, health and safety, residents, personnel, public and press relations etc.

Undertake duties at **any** of St Martins establishments when the need arises. This will include some weekends and bank holidays.

Record **all** financial transactions and ensure St Martins financial procedures are adhered to.

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:

## PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	<b>Essential</b> Without which the post holder could not be appointed	<b>Desirable</b> Extra qualities that can be used to choose between candidates with all essential criteria.	<b>Method of Assessment</b>
<b>Qualifications</b>	Relevant qualification in the field of housing, social work, or similar profession.	NVQ Level 3 in Health and Social Care	Certificates
<b>Experience</b>	<p>A minimum of 3 year's direct experience of working (paid or voluntary) with service users with at least one of the following support needs: substance misuse, offending history, mental health, learning disabilities, single homeless, and a clear understanding of at least two other related groups.</p> <p>Experience of lone working with minimal supervision, ability to manage time effectively and possess good organisational skills.</p>	Experience with self-injurious, and aggressive behaviours	Application form, interview, references.
<b>Skills &amp; Ability</b>	<p>Ability to fully engage with service users in the management and monitoring of their personal budget, but where appropriate seek assistance, support and direction when confronted with high-risk and complex features of a case.</p> <p>Proven ability to communicate effectively, both verbally and in writing at all levels. Good interpersonal skills.</p> <p>Ability to work methodically</p>	Experience of attending regular statutory multi agency meetings	Application form, interview, references.

	<p>with attention to detail and keep good statistics, case notes and records.</p> <p>Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient</p> <p>Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.</p> <p>Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.</p> <p>Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.</p> <p>Be assertive and a good communicator, both verbally and in writing, at all levels.</p> <p>Have the ability to manage time effectively and possess good organisational skills.</p>		
<b>Knowledge</b>	<p>Knowledge of personal budgets and personalisation and experience of providing support to a service users who access's a personal budget.</p> <p>Good administrative skills, including basic computer/word processing skills</p> <p>A working knowledge of the Welfare Benefits systems and a good understanding of housing rights in relation to social housing.</p>		Application form, interview, references.

	<p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with vulnerable adults</p>		
<b>Other</b>	<p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays if requested. Ability to work in close conjunction with Health, voluntary organisations, and other providers partners.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Be honest and trustworthy</p> <p>Have a cheerful and outgoing personality and an ability to motivate others.</p> <p>Ability to drive with full driving licence and access to a suitable vehicle.</p>	<p>Self-Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	<p>Application form, interview, references.</p>