**Job Description**

**Support & Inclusion Officer – Rough Sleeping Prevention Team**

**Role Profile** HOU001

**Service/Team** Strategic Housing

**Reports to** Senior Housing Options Officer

**Responsible for** n/a

**Number of posts**

**Post number**

**Career Grade** G

**Job Overview**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring support and services are available to people who have experienced rough sleeping or who are at risk of rough sleeping.

* To manage a case load and the day-to-day support needs and housing plans of households rough sleeping, at risk of rough sleeping and living in a range of precarious housing situations
* To be part of a Multi-Disciplinary Team focused upon ending homelessness and rough sleeping experiences
* To work with people who are rough sleeping and who have experienced rough sleeping to find solutions that will prevent or relieve homelessness.
* To liaise closely with the Street Outreach Service, other housing providers, partners, and landlords/agents to secure a steady supply of good quality accommodation available to those in temporary or supported placements.
* To contribute to the development of ongoing competitive initiatives to attract new landlords and retain existing landlords/agents
* To assist households at risk of homelessness with finding accommodation to prevent them becoming homeless.
* To assist people residing in temporary and supported accommodation who have experienced rough sleeping to secure a settled home.

**Key Responsibilities**

**Relief of Homelessness**

* To be responsible for the effective delivery of a high-quality resettlement support and resettlement service for homeless people.
* To support households in emergency and temporary accommodation in finding alternative settled accommodation including the Private Rented Sector, supported housing and Social Housing.
* To ensure a swift response to Housing Benefit queries from both landlords and applicants.
* To closely monitor households placed in temporary accommodation and move-on as soon as possible.
* To assist Housing Options Officers to review Personal Housing Support Plans including identifying suitable exit accommodation.
* To assist and review the support a client requires to maintain accommodation and carry out appropriate referrals (e.g. Drug and Alcohol support services and Mental Health services).
* To work with relevant partner agencies to provide support to clients whilst in temporary accommodation and aid the transition to settled accommodation.
* To ensure the client is assisted to meet their health needs by providing a link into primary health services
* To support the client to maximise their income and ensure they have appropriate documents to enable access to settled accommodation (e.g. ID and bank account)
* To assist client to assess affordability of next steps accommodation, i.e. completion and review of income / expenditure.
* To assist client to secure essential items required for resettlement into their next steps accommodation
* To provide robust housing advice and assistance in line with current legislation and council policies to anyone with a housing related need.
* Construct accurate case notes and record all activity on relevant case management systems.
* Maximise the use of the private sector by liaising with landlords and other providers to ensure a ready supply of accommodation is available for homeless households’ occupation.
* To assist clients to secure private sector accommodation that is suitable for them and support their move.
* To attend case conferences and represent the service as requested.

**Prevention of Homelessness**

* Assist households to maintain the current accommodation in all sectors to prevent homelessness by regular consistent contact.
* To assist clients in the private sector to prevent eviction by supporting to rectify tenancy issues.
* Ensure that households at risk or threatened with homelessness are assisted to maximise their income and rectify benefit issues to prevent eviction and sustain tenancies.
* Provide specialist advice on matters relating directly to tenancy advice.
* Work in partnership with landlords, clients and relevant agencies to support the prevention of homelessness.
* To work with clients and family members to prevent eviction
* Where remaining in current accommodation is not possible, supporting client to move to alternative suitable accommodation to prevent homelessness

**Specific Qualifications and Experience** (Essential / Desirable)

* English and Maths GCSE (E)
* Experience providing excellent customer service and dealing with members of the public both face to face and over the phone (E)
* Experience of providing housing support and advice (D)
* Experience of data entry (E)
* Excellent computer skills using Microsoft Office systems (E)
* Ability to motivate people and explain complex legislation so it can be clearly understood (E)
* Working to policies and procedures (E)
* An awareness of the Housing Act 1996 (as amended) part VII & Homelessness Reduction Act (E - Working knowledge D)
* Understanding of the causes of homelessness and rough sleeping (E)
* Excellent communication skills in all forms across all sectors of professional and commercial stakeholders and members of the public (E)
* Very strong negotiation skills (E)
* Excellent interpersonal skills (E)

**Personal Qualities & Attributes (Essential / Desirable)**

* Ability to deal effectively with caseloads and competing demands (E)
* Creative and able to work on own initiative (E)
* Excellent skills in motivating and listening to people (E)
* Excellent communication skills both written and verbal (E)
* Excellent organisational, time management skills and attention to detail (E)
* Able to work effectively under pressure and meet deadlines and remain calm in challenging situations (E)
* Excellent ability to work in partnership with a team and partner agencies to find positive solutions (E)
* Ability to reflect on your own practice and adapt to change (E)
* Ability to communicate and engage with a wide range of individuals (E)
* Ability to work independently and remotely as well as part of a team (E)
* A strong commitment and understanding of diversity and cultural differences (E)
* Calm under pressure (E)

**Job Requirements (Essential /Desirable)**

* Enhanced Criminal Records Check (DBS) (E)
* Ability to speak fluent English (E)
* Ability to travel around the area (and to other areas of the UK) in an agreed timely manner (E)