**Job Description**

**Support and Inclusion Officer – Criminal Justice Specialist**

**Role Profile** HOU002

**Service/Team** Housing Options and Partnerships

**Reports to** Senior Housing Options Officer

**Responsible for** n/a

**Number of posts** Multiple

**Post number** 11492

**Career Grade** G

**Job Overview**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring effective support is offered to households who are homeless or threatened with homelessness.

* To support people in, or leaving the criminal justice system, particularly those working with Probation Services, to secure new, or maintain existing accommodation.
* To support households to remain in their own home proactively preventing homelessness
* To assist households who are homeless and living in temporary or emergency accommodation to secure a longer-term housing solution.
* To work within a team to find creative and sustainable housing options for customers with a focus on people leaving the criminal justice system.
* As part of a wider team to deliver a responsive front line duty service
* To support customers in a variety of tenure types including the private sector, social housing, and family arrangements.
* To deliver support in a variety of community settings including customers’ homes.
* To empower customers to live independently and sustain their accommodation.
* To work with vulnerable people leaving the criminal justice system who have a wide range of needs that may impact on their ability to sustain their home and
* To work effectively with partner agencies to implement a holistic support package tailored to household needs.

**Key Responsibilities**

* To be responsible for managing a caseload and to conduct planned regular home visits.
* Work with customers to follow and contribute to their housing and support plans to prevent and relieve homelessness
* To proactively provide robust housing advice and assistance in line with current legislation and council policies to anyone with a housing related need.
* Work and negotiate with landlords and tenants to find solutions to prevent eviction.
* Support customers living with family or friend arrangements to sustain their arrangements with appropriate support in place.
* Develop and maintain effective working links with other services to prevent homelessness. This will include agencies such as Police and Probation, Prisons, Drug and Alcohol Services, Adult Social Care, Social and Private Landlords, Primary Care Services and Mental Health Teams.
* Ensure that households are given advice and assistance to maximise their income, claim housing, support and other welfare benefits available to them, and budget effectively with the aim of preventing homelessness.
* To attend, participate in, and where necessary lead case conferences and multiagency meetings and represent the service as requested.
* Effective data collection and accurate case note recording.
* To lone work adhering to the Council’s Lone Working policy.
* Follow risk management and safeguarding procedures in line with Council policy.

**Prevention of Homelessness**

* Assist households to maintain the current accommodation in all sectors to prevent homelessness by regular consistent contact.
* To assist households in the private sector to sustain their tenancies and prevent eviction by supporting to rectify tenancy issues.
* Provide specialist advice on matters relating directly to tenancy advice.
* Work in partnership with landlords, family members, or accommodation providers and relevant support agencies to support the prevention of homelessness using negotiation skills as required.
* Where remaining in current accommodation is not possible, support households to move to alternative suitable accommodation to prevent homelessness

**Relief of Homelessness**

* To be responsible for the effective delivery of a high-quality resettlement service for homeless people.
* To assist Housing Options Officers to review Personal Housing Support Plans including identifying suitable settled accommodation.
* Provide robust support to households in emergency and temporary accommodation settings, including those provided by the probation service, supporting them to Find alternative settled accommodation in line with their Personal Housing Plan swiftly.
* To assist and review the support a household requires to maintain accommodation and carry out appropriate referrals (e.g. Drug and Alcohol support services, Mental Health services, Primary Health Services ).
* To assist households to assess affordability of prospective accommodation through completion and review of income / expenditure and to provide basic budgeting advice and guidance.
* To assist households to secure essential items required for resettlement into their accommodation
* 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 households to secure settled accommodation that is suitable for them and support their move and transition.

**Job Requirements**

* Enhanced Criminal Records Check (DBS) and able to pass HMPPS vetting requirements as required
* Ability to speak fluent English
* Must be able to travel throughout BCP area and further distances where needed. Must be able to either using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own car.
* To constructively participate in one-to-one supervision, case reviews and case conferences, employee appraisals and training sessions.
* During your employment, you will be required to maintain a record of all training and development undertaken. All employees will be given encouragement from their Manager/Supervisor to develop their skills and knowledge to the benefit of themselves and the Council.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.

|  |  |  |
| --- | --- | --- |
| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   * Experience of dealing with members of the public both face to face and over the phone * Experience of supporting vulnerable people, preferably those in or leaving the criminal justice system with a range of support needs * Experience of data entry * Experience using Microsoft Office systems effectively and ability to data entry | Essential  Essential  Essential  Essential | Application Form Interview  References |
| **QUALIFICATIONS / TRAINING**   * English and Maths GCSE A\*-C (or equivalent) * NVQ level 3 (or equivalent experience in housing support services) | Essential  Desirable | Application Form  Certificates |
| **APTITUDES /ABILITIES**   * Excellent communication skills and ability to adapt these according to the circumstances * Strong negotiation skills * Ability to motivate people and obtain positive engagement * Ability to explain complex information so it can be clearly understood * Ability to deal effectively with caseloads and competing demands * Creative and able to work on own initiative * Resilient and ability to work under pressure * Flexible, adaptable, and innovative * Effective team member * Able to take an empathetic and non-judgemental approach to customer care | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References |
| **KNOWLEDGE**   * Homelessness and an awareness of the Housing Act 1996 VII (as amended) * Knowledge of other relevant legislation such as the Children’s Act, Care Act, Protection of Eviction Act * Private sector housing market * Welfare Benefits * Trauma informed and strength-based approaches | Desirable  Desirable  Desirable  Desirable  Desirable | Application Form  Interview |