Role Profile

Post Title:	**Housing Support Officer**
Grade:	**7**
Date Created:	**23rd May 2023**

ROLE DEFINITION

To assess and provide housing related support, advice and assistance to homeless and potentially homeless customers.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Responsible for assessing and managing a caseload of temporary furnished properties / tenants and mainstream tenants threatened with homelessness.
- Engage with vulnerable tenants and provide encouragement to take responsibility and participate in the management of their own affairs.
- Work closely with vulnerable tenants and those at risk of losing their tenancy to adhere to the Tenancy Agreement.
- Assist in developing tenants skills to maintain their tenancy, book homeless customers in and out of Temporary Furnished Flats and arrange access for any repairs, and completing all necessary paperwork, Housing Support Regulations and Care Inspectorate requirements (National Care Standards).
- Provision of assessment, support and ongoing resettlement assistance, implementing a Housing First approach to clients assessed as requiring intense support.
- Provide a comprehensive support and advice package to homeless / potentially homeless customers.

- Assist budgeting skills and debt management, home management and life skills training, tenancy maintenance support and advice and support on accessing local support services.
- Liaise with both internal and external partners when attending case conferences as part of the assessment process, participate in effective team work and establish good channels of communication with local organisations.
- Ongoing caseload management, (internal client management system), completion of relevant paperwork including book in / out paperwork assessments, support plans / reviews, benefits applications, reports and referrals.
- Assist tenants by providing practical support, to set up regular rent and council tax payments and minimise rent arrears.
- Ensure appropriate welfare rights advice is given to maximise take-up of benefits entitlements.
- Build support networks and contacts for tenants within their local area, signposting tenants to community groups and other relevant organisations.
- Liaise with other Council departments / agencies as required (e.g. Revenues, Benefits, Community Care, Children's Wellbeing, etc.) referring cases, where necessary, in accordance with Child Protection and Adult Protection guidelines.
- Ensure the Housing Support Service complies with the Care Inspectorate's National Care Standards for provision of a Housing Support Service.
- Represent the Council as required at meetings with stakeholders and other agencies, providing professional expertise to contribute to the discussion and decision making process e.g. Child Protection Case Conferences.
- Provide reports and updates on cases for management.
- Contribute to inter-agency working with Throughcare Services to provide interim housing for Care Leavers.
- Provide relevant services as contained within Throughcare Protocol as required.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• HNC / SVQ Level 3 Health & Social Care or equivalent OR equivalent experience • SSSC registered	• Homepoint Level 1 & 2 Accreditation	• Application Form • Interview
Experience	• Housing / Social Services or caring profession	• Working with vulnerable adults	• Application Form • References • Interview
Specialist Knowledge	• Current homeless legislation • Welfare Rights / Debt Management • Interagency working]	• Addiction, Mental Health Services	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Verbal and written communication skills • Work unsupervised and generate / monitor own workload • Deal with challenging behaviour • Ability to work on own initiative as well as part of a team	•	• Application Form • References • Interview
Other	•	• UK Driving Licence	• Application Form • Interview

			• Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind