

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Support and Resettlement Officer		
Directorate:	Place	Grade:	LBR9
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	
Team:	TA Management Team, Housing Needs	Base/location:	Lynton House
Reports to:	TA Management Team Leader or Housing Solutions Team Leader		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context	
Overall Role Purpose:	<p>To provide a flexible support and resettlement service to enable vulnerable tenants in temporary accommodation to sustain their tenancies, and to provide a comprehensive resettlement support service to new vulnerable tenants to support them to sustain the tenancy</p> <p>To effectively manage a caseload of vulnerable tenants with support needs in either temporary accommodation or risk of homelessness. To assess the housing and other related support needs of tenants referred to the service, and provide practical support and assistance to customers to sustain their existing tenancies to resettle them where they need to move on.</p> <p>To provide an effective, professional service which includes offering customers a full range of advice and interventions related to their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness</p> <p>To work with customers to update and review Personalised Housing Plans in light of the Homelessness Reduction Act 2017. Working with customers to implement these plans to ensure that homelessness is prevented or relieved through active interventions and pursuit of effective housing options</p> <p>To reduce the need for provision of temporary accommodation and resulting expenditure by ensuring effective options, prevention and relief activity.</p> <p>To take responsibility for the recording of high quality, key data on homelessness for submission to the Department for Communities and Local Government ensuring key trends on homelessness, the causes and solutions are available for analysis locally and to the Government to measure the impact of homelessness nationally</p>

Role Context:	<p>This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996 and Homelessness Reductions Act 2017 duties, and other key housing legislation, alongside the Children Act and the Care Act.</p> <p>This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. Officers will work with a full range of customers and scenarios providing housing related support, advice to those in temporary accommodation and resettlement that helps to make prevention effective and sustainable.</p>
----------------------	--

Key Accountabilities and Result Areas

1. Strategy and Planning	<p>The post holder will be required to have comprehensive knowledge of all housing advice and homelessness legislation, other general housing legislation, welfare benefit expertise and knowledge of the adult & children social care environment and impact and to use this knowledge to support customers and achieve positive outcomes</p> <p>The post holder will be required to have specialist knowledge of the Housing Act 1996, the Homelessness Reduction Act 2017, the Children Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act.</p> <p>The post holder needs to use this knowledge to work collaboratively with customers to identify the most appropriate and effective solutions to their housing problems and to do so proactively at the most appropriate time – ensuring the maximum opportunities for early intervention</p> <p>The post holder will be required to be innovative, dynamic and solutions focussed and consider and pursue all available housing options to prevent the customers from becoming homeless.</p> <p>The post holder will be required to use their experience to contribute to the ongoing development and design of the service and solutions for customers.</p>
2. Operations and Support	<p>To provide an effective, customer-focussed and efficient service to customers presenting with housing problems; to support them in keeping their current home or in accessing a new home in the public or private sector.</p> <p>To prioritise early intervention and create an environment for responding to customers issues as soon as possible</p> <p>To provide proactive and timely housing advice to customers so they understand their current housing position, their rights and responsibilities in their current accommodation including in respect of security of tenure, protection from eviction, accommodation condition and repair, rent and mortgage debt and tenancy deposit protection, matrimonial rights and referrals are made to the landlord and tenant specialist as appropriate</p> <p>To refer customers for specialist information as necessary – on landlord and tenant issues, mobility options, and rough sleeping</p> <p>To provide a professional and effective interview service to all customers, updating personalised housing plans as appropriate and ensure provides a detailed picture of the customer housing requirements and needs, especially as affected by their support needs and affordability issues</p> <p>To assess the customers housing support and resettlement needs in accordance with the Homelessness Act 2017 and to do so in the context of the potential for customers vulnerability under either the law on housing, the Care Act 2014, or the Children's Act 1989</p> <p>To maintain and manage a caseload of vulnerable tenants with short and long-term support needs – collating and analysing initial information and documentation relating to a client's circumstances, using available support and prevention tools to achieve best outcomes.</p>

To undertake supportive casework of a complex nature that requires detailed knowledge of issues requiring support and how to respond to those e.g. young people, mental health, offending, drug and alcohol issues, rough sleeping.

To work effectively with other partner agencies, and lead on case conference planning involving other relevant agencies.

To be able to work effectively and creatively and on own initiative in dealing with complex and difficult cases

Assessment of Support Needs:-

To work with other relevant agencies to carry out joined up assessments of immediate and long-term housing and resettlement needs of all customers referred.

To jointly agree with the customer a shared action plan with achievable outcomes.

To provide the necessary support, intervention, information and assistance to enable the customer to access appropriate services and support networks.

To assist with referrals into supported housing and other options where customers are assessed as unsuitable for independent living

Contact with Customers:-

To agree at the Shared Action Plan stage the frequency and type of contact with the customer, and to establish and set outcomes for each stage.

To meet regularly with tenants to offer support within a defined framework according to need; and the agreed time-scale for review of the case and support needs.

Meet customers in a range of settings – office, home and other agreed locations.

To conduct all contact with the customer in accordance with procedure and good practice including assessment of risk.

To record all contact with customers and complete all relevant paperwork.

Support to Customers on Tenancy Related Issues:-

To provide structured support to tenants on issues to help them successfully maintain their tenancies.

To provide specific support on accessing welfare benefits, including housing benefits, advice on budgeting, paying bills and debt management.

To ensure that new tenants are given ongoing support as appropriate until such time as the tenancy is deemed stable.

To promote and facilitate good relations between the tenant and their housing officer or landlord.

To provide all new vulnerable tenants with an agreed number of settling in visits to minimise abandonment of tenancy and revolving door homelessness.

To support vulnerable customers who may commit acts of anti-social behaviour through the investigation process, liaising with the Anti-Social Behaviour Team, and attending ASB Team meetings as required. Working to agree a sustainable solution to the issues

To request the provision of alternative temporary accommodation where necessary

To carry out work with customers which promotes opportunities for them to develop and build on their own strengths, in order to improve the quality of their lives.

Undertake short-term intensive casework for vulnerable tenants in hospital; to enable them to return to their home by effective liaison with relevant social services and hospital staff, OTs etc

To prioritise workload to cope with pressure and a high referral rate through effective time management and efficient administration.

To attend supervision, team meetings, training, performance appraisal and other meetings as required.

	<p>To enable customers to effectively participate in the process of service monitoring and evaluation.</p> <p>Be responsible for own admin and be prepared to use and be trained on relevant IT systems.</p> <p>To undertake any other duties commensurate with the grade of the post.</p>
3. Systems and Process Development and Improvement	<p>To utilise the homelessness system to produce personal housing plan for each customer and to provide key monitoring information for submission to the HCLIC system created by DCLG and for local information reporting and management</p> <p>To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process</p>
4. Communication Partnership	<p>To build up a good local knowledge and network of specialist agencies who provide care, welfare and support, in both the voluntary and statutory sector.</p> <p>To effectively liaise with other agencies and encourage customers to maintain contact with relevant agencies.</p> <p>To contact relatives and care and support agencies directly where there is cause for concern.</p> <p>To be involved in or lead on the provision of care and support planning.</p> <p>To ensure all contact with customers and other agencies is conducted in a courteous, professional manner, and ensuring diverse needs are met.</p> <p>To act as the interface between housing management services and external agencies.</p> <p>To develop effective working relationships with colleagues within Redbridge, other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective referrals.</p> <p>To assist in developing full range of support and resettlement information and publicity for all clients as well as supporting the development of internal procedures.</p> <p>To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies.</p> <p>To provide advice and support services to customers through personal or telephone interviews, correspondence, advocacy, reception, home visiting, outreach work and surgeries, workshops and talks to customer groups.</p> <p>To deal with enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedure.</p> <p>The officer is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Redbridge Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the officer is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.</p> <p>Internal Contacts: Staff in Housing and across other council services</p> <p>External Contacts: MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed & Breakfasts, service users, their friends, relatives and advisors. Community Mental Health Teams, G.P.s and other primary care providers, Housing Officers, DWP, Probation Service</p>

5. Performance and Standards	<p>Recognising the critical impact of homelessness on customers, and delivering early, accurate and high quality advice</p> <p>Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on customers individual service provision and overall homeless trends</p> <p>To ensure that casework is proactively managed and key deadlines - for the provision of actions on customers individual plans, as well as key process deadlines on casework management are adhered to</p> <p>To answer members enquiries and draft responses to complaints / enquiries on individual cases as required.</p> <p>To provide statistical information on performance as requested.</p>
Key Performance Outcomes	<p>Homelessness is prevented</p> <p>Temporary accommodation numbers are reduced</p> <p>Homelessness decision making targets are met</p> <p>Expenditure on temporary accommodation is reduced</p>
6. Resource Management	<p>The postholder has no specific budget management responsibilities. However decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitments. As below:</p> <ul style="list-style-type: none"> - to provide support for various housing options (for example provision of a rent incentive); - homelessness decisions to accept or refuse a duty; - or to provide temporary accommodation;
Corporate Accountabilities	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p> <p>The postholder may be required to participate in the rota to provide the homelessness out of hours service</p>

Person Specification		A - I - T
Knowledge & Experience		
Method of candidate assessment: A = Application form I = Interview T = Test		
Statutory or Mandatory qualifications:	<List any mandatory qualification required by statute, or state "No Mandatory Qualification Required"> No Mandatory Qualification Required	A
Educational Ability (See LBR full guidance)	Level 4: Specialist learning with ability to undertake detailed analysis of a high level of information and knowledge in an area of work or study. May be evidenced by: Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A
Key Subject or Content Areas (inc: Desirable Qualifications)	A good knowledge of all homelessness legislation as covered by the 1996 Housing Act Part VII and the Homelessness Reduction Act 2017, housing advice law (security of tenure, disrepair, rent arrears) the Protection from Eviction Act 1977, housing allocations as covered by the Housing Act 1996 part VI and other housing legislation, welfare benefit expertise and adult and children social care and health knowledge	AI
Knowledge	Good knowledge of welfare benefits, including social fund grants and payments, fuel rights, debt management and income maximisation. Processes of setting up a home, financial and home management, with local network knowledge an advantage. Good knowledge of relevant legislation and policy, including of relevant Lettings, Homelessness and Housing Act legislation (security of tenure, private tenants’ rights, services for older and families, anti-social behaviour including hate crime and domestic violence, drug and alcohol misuse, mental health matters). Thorough understanding of inner city housing issues Awareness of issues and initiatives facing local authority housing A good knowledge of services, benefits and support available to applicants experiencing housing problems	AI
Experience	At least 1 years’ experience of providing housing related support either on site or floating support, in a social housing or voluntary sector environment, to at least one of the following groups: people with mental health problems; alcohol or drug related problems; offending histories; young people at risk; people who have experienced domestic violence; rough sleepers and former rough sleepers; people with a learning disability; elderly people with housing related support needs. Experience of providing an effective advice service to members of the public Experience of implementing an equality and diversity approach to service delivery Experience of working in a team Experience of working in a demanding front line customer service environment Experience of dealing effectively with confrontational and challenging situations Experience of working with homeless customers and those in housing need Experience of carrying out interviews, investigations, negotiations Experience of effective record keeping including electronically Experience of successfully working to performance targets and deadlines	AI

Skills / Abilities	<p>Excellent interpersonal skills including active listening, advocacy and negotiation</p> <p>Excellent communication skills including the ability to write detailed technical letters and reports and to direct complex interviews and convey complex advice simply and understandably to customers</p> <p>Ability to gain, and retain, the confidence and respect of staff, service users and other contacts.</p> <p>Ability to work unsupervised, prioritise workloads and achieve targets and deadlines</p> <p>Ability to gather information and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems and identify solutions</p> <p>Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances</p> <p>IT literate and able to use computer software effectively</p> <p>Demonstrate a positive attitude towards customer service</p> <p>Be self-motivated and be able to work under pressure</p> <p>Demonstrate a flexible and innovative approach to problem solving</p> <p>Ability to be pro-active and creative in preventing homelessness and resolving complex customer problems</p> <p>Ability to draw up support plans tailored to individual customers needs, with the consent and agreement of the customer.</p>	AI
Special Conditions of Service (Probably not needed see Corporate Behaviours below)	<p>To work outside normal working hours to respond to emergencies or attend meetings</p> <p>Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policy.</p>	AI
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	AI
Effective and Collaborative Team Working	<p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the ongoing development, implementation and monitoring of service plans.</p> <p>To support and contribute to value for money, service efficiency and improvement.</p>	AI
Working Pattern and travel	•	AI
Safeguarding and Disclosure	DBS Disclosure Required? Not required / <u>Basic</u> / Enhanced	A T
Special Factors or Constraints	•	