



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

JOB TITLE:	Housing & Welfare Support Officer		
GRADE: JOB CODE:	G6 CG54ASSIG6 JE Checked 21/06/2022	SERVICE AREA:	Housing & Welfare Services
REPORTS TO:	RSI Senior Housing & Welfare Officer	LOCATION:	Civic centre 1J
SPECIAL CONDITIONS:	<p>To work flexible in line with service demand which will include evening and weekend work.</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers</p> <p>DBS Required</p>		

1. Main purpose of the job role:

The services overall vision / purpose is "help me with my money, home and job", the post holder will be responsible for providing this overall support to vulnerable adults people. Their specific focus will be:

Minimising levels of repeat homelessness by supporting vulnerable adults, including homeless people, former rough sleepers, offenders and those with complex needs who have experienced or are at risk of homelessness. Supporting these customers to develop and improve new and existing skills, knowledge and confidence to break and prevent the cycle of homelessness and sustain independent living is a pivotal part of this role and to support the transition.

The post holder must be passionate about helping customer when they need it.

2. MAIN ACTIVITIES:

- To assist service users to improve their life skills through designing and implementing life and social skills programmes in individual and group work settings.
- To undertake holistic risk and needs assessments and to develop support and risk management plans.
- To support and encourage service users to undertake the life skills programme and to achieve the qualification.
- To support and encourage service users to engage with learning skills and work.
- To support and encourage service users to develop positive family and other support networks.

- To assist service users to identify and take up settled accommodation and to continue to provide ongoing support to them.
- To be available to service users for regular support sessions and to respond to crisis.
- To take responsibility for safeguarding the welfare of service users.
- To promote and facilitate the participation of service users in their individual support plans and in the management of the service.
- To facilitate service users access to, and take up of support services.
- To ensure benefit claims are made and maintained in order to maximise service users income.
- To organise and accompany service users to appointments as appropriate.
- To maintain accurate records e.g. support plans, day to day records and outcomes.
- To be flexible by being available out of hours, weekend and bank holidays on a rota basis to offer information, advice, and guidance to colleagues and in crisis situations, provide emergency cover within your own Project or where needed.
- To work as part of a team, providing cover for colleagues as required by the line manager.
- To assist in the induction of new staff, to supervise and support volunteers, trainees and students, as required by line manager.
- To be responsible for the health, safety and welfare of yourself and others at work.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Housing & Welfare Support Officer		GRADE G6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>			
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
Abilities/Skills: (refer to JE guidance document)			
Able to undertake holistic risk and needs assessments of vulnerable young people.		A/I	3
Able to maintain accurate records, both written and electronic.		A/I	3
Able to work flexibly including evenings and weekends		A/I	2
Able to communicate effectively with a diverse group using appropriate media.		A/I	3
Able to work at other sites as required.		I	2
Able to deal with challenging situations calmly and effectively, ensuring risks are reduced, assistance sought when required and disruption is kept to a minimum.		A/I	3
Ability to use a suite of IT systems and IT software relevant to the role. Including CCTV.		A/I	2
Able to plan and organise own work and assist service users in planning and organising		A/I	3
Able to prioritise own work, and respond to changing or conflicting deadlines.		A/I	3
Able to design and effectively implement programmes to improve life and social skills both for individuals and groups.		A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			

Knowledge of issues faced by vulnerable service users such as substance misuse, mental health, offending, sexual exploitation (not exhaustive)			A/I	2
Experience of working with service users in various settings.			I	2
Experience of supervising volunteers, students and or work experience.			I	2
Up to date knowledge of welfare rights, Debt and Housing Legislation			A/I	3
Evidence of continuous professional development (where applicable)				
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
NVQ 2 in customer service or equivalent			A	
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	3
Awareness of, and commitment to, confidentiality and handling data			I	3
Note: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post				
Prepared by:	Ian Melvin	Date:	21 st June 2022	