



South Tyneside Council

REGENERATION AND ENVIRONMENT

JOB DESCRIPTION

POST TITLE: Housing Support Officer
GRADE: Band 6
RESPONSIBLE TO: Operations Manager - Housing Strategy

Overall Objectives of the Post:

To be responsible for providing day to day support to former rough sleepers and those at severe risk of sleeping rough within their accommodation, including the provision and co-ordination of effective support, advice and assistance to ensure that they have the skills and are ready for move on to more permanent accommodation and live independently.

To provide a high standard support, advice, guidance and co-ordination service, to assist rough sleepers and those at risk of homelessness in building up the skills and ability to living independently in the community, and assisting them in accessing accommodation, securing and sustaining tenancies.

Key Tasks of the Post:

1. Listed below are the responsibilities this role will be primarily responsible for. You will:

- Take responsibility for a caseload of 4 residents who have slept rough or at risk of rough sleeping.
- Provide advice and support including financial assessments, maximisation of income and completing applications for discretionary Housing Payments and case monitoring; referring into necessary support organisations, as required.
- Develop and maintain links with specialist support services and professionals to provide access to appropriate services for tenants; supporting and advocating for the tenant in accessing these services and attendance at meetings.
- Manage own caseload and ensure effective housing and support interventions are achieved based on clients requirements through the proactive use of a range of services available; identifying additional services, as required.
- Support tenants to access support, care and health services from other professionals that can support with interventions necessary to the individual.
- Work in partnership with the newly developed Safeguarding in Partnership Team for the benefit of clients.
- Support tenants with move on accommodation, tenancy set up, successfully managing a tenancy, budgeting, accessing debt advice, maximising incomes, accessing employability services and other necessary support.
- Work with the Tenancy Sustainment Team to ensure hand over of clients in a co-ordinated and planned way.

- Have a full understanding of tenancy rights and obligations and ensuring the client is aware of these.
- Attend and, in some cases, organise necessary case conferences with outside agencies, including social services, mental health teams, probation.
- Work in partnership with social and private landlords to ensure suitable settled accommodation can be sourced when appropriate.
- Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices.
- Keep up to date with all relevant legislation, guidance and case law with regard to homelessness and allocations ensuring any change to legislation is drawn into the service.
- Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service with the aim of preventing homelessness or repeat homelessness.
- Undertake home visits to engage and support tenants, when necessary.
- Ensure necessary data is collected and reports compiled to assist the Council comply with funding requirements.
- Maintain effective and productive working relationships with support agencies, partners, advocates and carers to ensure that a co-ordinated support, benefit and care package is provided to clients.

2. *You will be responsible for contributing to a great team. You will:*

- Work as part of the Housing Strategy Team, helping and supporting all colleagues and partners in the delivery of excellent services.
- Monitor and report statistics and performance indicators to ensure achievement of agreed standards.
- Be responsible for keeping managers, colleagues and members well informed so that work is co-ordinated across the service.
- Develop professional relationships and share good practice with colleagues, managers and members to aid communication and consistency.
- Comply with the organisation's commitment to Equality and Diversity in the delivery of all services.

3. *You will consistently demonstrate the personal qualities and behaviours required of a Housing Support Officer. You will:*

- Carry out all of your work to the highest professional standards and in accordance with the Council's policies and procedures in order to provide an excellent standard of service to the Council's customers and to enable the Council to meet its objectives.
- Take responsibility and accountability for your performance.
- Work in a positive and co-operative manner with other members of the Team.
- Treat fellow team members, customers and colleagues with respect and dignity.
- Reflect the Council's values in daily contact with partners, stakeholders and customers.
- Recognise the achievements of team members and effectively deal with poor performance.
- Be a champion for Regeneration and Housing Services and a source of support and encouragement for colleagues.
- Demonstrate excellent problem solving abilities, an attitude towards delivering service goals and a pragmatic approach to daily tasks.

- Consistently strive towards making a difference in the quality and impact of services delivered by the Service.
- Effectively work with colleagues across Regeneration and Housing Services to exploit opportunities for greater synergies and efficient ways of working.
- Contribute positively to team meetings
- Demonstrate total professionalism, propriety and value equality and diversity.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

You are expected to have a flexible approach to your working hours which may include attending some out of hours meetings.

Reference: AM/KDS

Date: 07/01/2021