CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Place** | **SERVICE GROUP: Economy ＆ Development Services** |
| **POST TITLE: Flexible Housing Support Worker**  | **REPORTS TO: Outreach Services Manager** |
| **GRADE: Band 8** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| * To deliver flexible, short-term support to individuals and families having no other housing support who are vulnerable and who
	+ Are homeless and have been placed in emergency short term accommodation because they are homeless; or
	+ Require support in taking the actions to prevent or relieve homelessness recommended in their personal housing plan; or
	+ Require support to move on from short term accommodation into more permanent housing; or
	+ Have taken up a tenancy established through the Private Sector Letting Scheme (PSLS) and require support to take up or to sustain that tenancy.
* To co-ordinate a multi-agency approach around the individual or family to reduce the impact of homelessness, reduce the length of time that vulnerable people are in short term accommodation, and reduce the risk of repeated episodes of homelessness by supporting service users into sustainable tenancies.
* To work with housing providers (including private landlords and B&B proprietors) and support them in maintaining a service to the vulnerable people placed with them by giving advice and assistance, including advice on other agencies (eg if there is a concern about safeguarding or offending behaviour) and if necessary negotiating between landlord and tenant should an issue arise.
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| **Main Responsibilities of Post:**  |
| 1. To work with referral agencies, particularly the Council’s Housing Options team and Private Sector Lettings Scheme to identify service users and engage the individuals identified to work with the support available.
2. To produce and maintain accurate records relating to the service users, including records in the Housing Jigsaw system.
3. To produce an individual risk assessment for the service users which is regularly reviewed and updated.
4. To provide an effective first response assessment to identify referred service users immediate support needs, produce individual support plans and to regularly review progress against those plans.
5. To deliver immediate support for service users who are in emergency short term accommodation, dealing with their immediate issues arising from becoming homeless and being placed in emergency accommodation.
6. To support the providers of emergency short term accommodation where there are concerns, in order to ensure that the temporary provision does not break down, and the provider has access to appropriate advice and support (eg if there is a safeguarding issue).
7. To deliver support for all service users who have a personal housing plan (this will include service users in emergency accommodation), assisting them to carry out any agreed actions within the plan. and supporting them in finding appropriate long term accommodation by actions such as
	1. Taking them to view available accommodation
	2. Ensuring that their benefit entitlements are correctly assessed
	3. Supporting them to address any debts such as previous rent arrears, and assist them to access debt counselling
	4. Helping them register with accommodation providers
8. To assist service users who have found accommodation via PSLS with the tenancy start up process, including
	1. Ensuring paperwork is completed
	2. Setting up utilities
	3. Ensuring all benefits are in place (where appropriate) and the tenant understands how they will pay their rent from the benefits they are entitled to
	4. Helping the tenant get and use a bank account if they do not have one
	5. Assisting with applying for loans/grants for furniture, removals etc (eg Discretionary Housing Payment or in some cases, limited funds from the Prevention of Homelessness fund may be available).
9. To continue to support PSLS tenants for a period of six months through a process of regular meetings and carrying out at least 3 reviews.
10. In the case of PSLS tenants, to assess and address the longer term needs of the service user if it appears that there is a risk of the tenancy breaking down. This will include
	1. assisting them to access support in other areas such as health and wellbeing
	2. advising them on what steps they need to take if their situation changes (eg they take or lose a job, a partner moves in or out) in order to ensure the tenancy remains sustainable
	3. providing advice and support on budgeting skills and tackling debt, accessing debt counselling.
	4. negotiating between the tenant and the landlord if there is a dispute
11. If there is multi-agency involvement, to act as a lead professional in co-ordinating the partner agencies involved in providing support, services and provision to the service users.
12. To support providers of private sector housing who are working with the Private Sector Lettings Scheme by working between the landlord and tenant to resolve issues
13. To liaise with partner organisations to share information and identify risks about service users which will ensure the most effective support and programmes are put in place.
14. To manage any volunteers working with the service user and ensure that the volunteers are appropriately matched with the service user.
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| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting.**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Government’s Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced thresholdlevel (which will be implemented where the post requires a greater level  of sensitive interaction with the public) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously, almost effortlesslyb) The natural smooth flow of language is only reduced where there is a need to explain difficult concepts using simple language  | X |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including assessing and managing risk, while working with vulnerable people in the community and on a 1-1 basis | X |
| Uses a range of complex IT packages relating to area of work such as word, spreadsheets, databases, presentation software, internet and email to view extract and manipulate data. | X |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficiently and effectively to improve service delivery. |  |
| Knows and understands how to use, interpret, handle and communicateInformation to a wide range of audiences. Understands how to handle sensitive information in line with statutory requirements in order to meet the information policies of the Council and partner organisations. | X |
| Understands the operation of the local authority and its partners with respect to the provision of housing and has applied practical knowledge of the processes relating to homeless services, supported housing and/or social housing. | X |
| Knowledge and understanding of the issues affecting vulnerable people who have experienced homelessness and the pathways to reduce risk of further periods of homelessness. | X |
| Knowledge of support organisations working with vulnerable people at risk of homelessness. Demonstrates the ability to work effectively with partner organisations in a multi-agency approach to supporting vulnerable individuals and those with barriers to engaging with services.  | X |
| Demonstrates understanding of engaging with accommodation providers to create opportunities for housing for hard to place clients who are at risk of homelessness.. | X |
| Knowledge of the development and delivery of skills training and personal development programmes. |  |
| **Relevant experience requirement: Will be used for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.  |
| **Either** a relevant Level IV qualification (for example in adult community work, mental health support, or a housing related subject) **plus** at least one year experience of working with and supporting vulnerable or hard to place individuals and families who are at risk of homelessness. **Or** if no relevant qualification is held, three further years experience of working with and supporting vulnerable or hard to place individuals and families who are at risk of homelessness. This can include a mix of professional roles and volunteer or intern roles with organisations specialising in some aspect of housing/homelessness support. |

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| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| Level 2 (or equivalent) in literacy and numeracy |
| **Either** a relevant Level IV qualification (for example in adult community work, mental health support, or a housing related subject) **plus** at least one year experience of working with and supporting vulnerable or hard to place individuals and families who are at risk of homelessness. **Or** if no relevant qualification is held, three further years experience of working with and supporting vulnerable or hard to place individuals and families who are at risk of homelessness. This can include a mix of professional roles and volunteer or intern roles with organisations specialising in some aspect of housing/homelessness support. |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.  |
| **Communicates Effectively**  |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** |
| **Carries Out Effective Decision Making**  |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity**  |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect**  |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**   |
|  Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.This role requires the post holder to travel and work from a number of locations across the Bradford District, including assisting service users with transport. A valid Driving Licence and the use of a vehicle are essential unless a disability prevents this.The post holder may be required to work occasional evenings or weekends as required by the needs of the service. |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.This post is subject to checking by the Disclosure & Barring Service. |
| **Compiled by:** **Helen Clipsom****Date:**  | **Grade Assessment Date: 30/05/18** | **Post Grade: Band 8** |