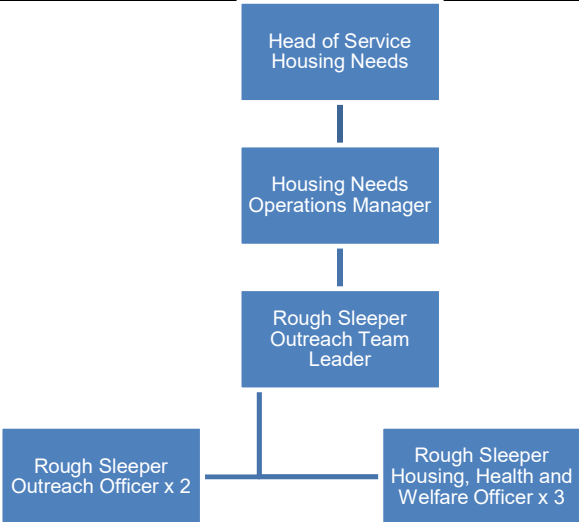


Job Description

Department:	Adult Services & Communities
Division/Section:	Housing Needs
Job Title:	Rough Sleeper Housing, Health and Welfare Officer
Post No:	tba
Grade:	9
Reports to:	Rough Sleeper Outreach Team Leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	 <pre> graph TD A[Head of Service Housing Needs] --> B[Housing Needs Operations Manager] B --> C[Rough Sleeper Outreach Team Leader] C --> D[Rough Sleeper Outreach Officer x 2] C --> E[Rough Sleeper Housing, Health and Welfare Officer x 3] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	<p>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	None

Job Purpose:	<ul style="list-style-type: none"> € To provide a holistic service to rough sleepers and those who have previously slept rough through assessment and referral and support to access appropriate services. € To provide Housing & Homelessness advice to rough sleepers in an outreach setting, ensuring clients benefit from the same access to services as those accessing through traditional routes. € To drive the council's reduction of temporary accommodation expenditure by ensuring that all other avenues are explored, and customers are diverted away from its use. € To support the collation of the data and information for the Department for Housing, Communities and Local Government thereby assisting the government in its work to capture the true picture of homelessness and its impact on society. € To work alongside the Rough Sleeper Outreach team in ensuring all rough sleepers have an offer to leave the streets and that this offer remains relevant.
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Main Duties and Responsibilities:

<ul style="list-style-type: none"> ● To provide an effective, customer-friendly and efficient service to clients presenting with housing problems; to support them in keeping their current home or in accessing a new home in the public or private housing sector. ● To advise clients on full range of options to solve their housing problem, including intervention if threatened with homelessness, registering on council housing list, initiatives for social housing tenants, private renting, mortgage advice, moving out of area, shared housing and reconnection. ● To provide an effective homeless prevention service for single applicants and where appropriate to those whom the council may not have a statutory duty by providing advice and or assistance with private rented sector accommodation, hostels, refuge or other means which may help them prevent or relieve their homelessness either in the short or long term. ● Assess holistically the needs of Rough Sleepers, considering their housing, health and welfare. ● Ensure appropriate referrals to agencies to support the rough sleeper. Encourage the rough sleeper to access the support that is available. ● Engage and feed into discussions on the best way to support the client taking into account their needs and wishes. ● Assist clients where required in readiness for temporary or permanent re-housing, e.g. support services, furniture, financial/ benefits advice. ● Provide advice and assistance in the completion of housing application documents and any other documents where to do so will assist clients with their housing issues. ● To comply with all relevant statutory requirements, Government Guidance, Codes of conduct and Peterborough City Council policies and procedures. ● To ensure full and accurate records of all clients, all advice and support provided. To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information database.
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Version: 1	Date Issued: February 2017	Review Date: February 2018
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- To develop effective working relationships with colleagues within other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective communication and referrals throughout.
- To advise clients of available tenancy support services including income maximisation, Discretionary Housing Payments, Rent Deposit schemes, mutual exchange, debt and rent arrears advice and Benefits support.
- To assist in developing full range of information and publicity for all clients as well as internal procedures. To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate, up to date and available to those who need it.
- To provide advice services to clients through personal or telephone interviews, correspondence, advocacy, reception, home visiting and outreach work where required.
- This position is complex with the postholder being required to liaise with customers, statutory organisation, advocates and third sector providers to support the client with finding a sustainable housing solution where they may have complex and multiple needs for example mental health combined with drug and or alcohol addiction.
- The post holder will be required to be innovative, dynamic and solutions focussed to either prevent or relieve homelessness. In addition to this the post holder will be required to develop, design and implement new operating environments to develop the wider Housing Needs service.
- Any other duties appropriate to the post and grade.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>		
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>		
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>		
DATE:	23/4/21	COMPLETED BY:	Sarah Scase