

Job Description

Department:	Housing Needs
Division/Section:	Place and Economy
Job Title:	Rough Sleeper Accommodation Support Officer
Post No:	
Grade:	8
Reports to:	Rough Sleeper Accommodation Lead
Organisation Chart:	<pre> graph TD RL["RL Rough Sleeper Accommodation Lead"] RO1["RO Rough Sleeper Prevention Officer 1 x FTE"] HF["HF Housing, Health and Welfare, HOUSING FIRST 2 x FTE"] RO2["RO Rough Sleeper Accommodation Support Officers 2 x FTE"] RL --> RO1 RL --> HF RL --> RO2 </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No direct reports
Size of budget:	None
Job Purpose:	To improve the lives of customers who use our services by: <ul style="list-style-type: none"> Supporting previous rough sleepers to maintain their accommodation by providing a comprehensive range of support services for a specified period. Being reactive to the needs of a vulnerable cohort to ensure that they receive the support needed. working with customers either individually or in a group to improve their quality of life, their ability to sustain their accommodation tenancies and the achievement of independent living.
Duties and Responsibilities	Day to Day <ul style="list-style-type: none"> Ensure the delivery of individual support, reflective of different customer

	<p>needs through assessment, support planning and ongoing review. Ensure practical and emotional support when working with customers who may have complex needs is customer led, strength based and person-centred.</p> <ul style="list-style-type: none"> • Promote choice and ensure customers are fully involved in identifying their needs and planning their own support and development of the service provided. • Provide a holistic service that supports independent living skills and accommodation tenancy sustainment. • Advocate for the customers in a way which empowers them to take control of their lives. • Establish through customer involvement any opportunities for education, training and employment and ensure access to relevant external support services. • Monitor progress as customers move towards independence, keep relevant records, provide statistical information on progress and prepare written reports as required. • Provide support to customers who have progressed to independence but experience recurring difficulties which cannot be addressed by other agencies. • Support and consult customers to exit the service in a timely and planned way. • Keep comprehensive and appropriate records of customer contacts, support sessions and reviews. • To provide cover at other services as required. • To support customers in their own homes to facilitate tenancy sustainment and to prevent homelessness. • Carry out regular checks to our customers in line with procedures, record any missing persons promptly. • Raise appropriate and important issues or concerns in a timely manner with the Housing Officer or Housing Manager, suggesting ways in which they could be addressed. • Keep up to date with changes to benefit entitlements and give accurate advice relating to welfare benefits, housing, employment, training or education. • Manage any incidents that occur, record information appropriately and de-escalate situations where possible.
	<p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure all complaints, accidents, potential risks, suspected abuse cases and incidents of anti-social behaviour are recorded in a timely manner, escalating significant concerns immediately in accordance with policies and procedures. • Ensure the Service Manager is aware, and that risk assessments and support plans are updated accordingly • Address any behaviour using the procedures in place and escalate when required to do so • When assessing the main service or scheme, ensure security and safety of the building and its contents. • Be fully acquainted with the fire and safety precautions within the main service or scheme.
	<p>1.0 General</p> <p>1.1 To implement positively and ensure compliance with policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data Protection and</p>

	Information Technology, Contract Regulations, Financial Regulations and Standing Orders, Code of Conduct and Probity Policy.
1.2	To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
1.3	To provide the highest quality services incorporating best standards and practice, promoting the Council to its tenants, clients and customers.
1.4	To respect the diverse backgrounds and needs of our customers and sensitively adapt our approach accordingly.
1.5	To complete any other duties required by management, commensurate with abilities and nature of the post.

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:	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 Council's other sections or departments.
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 post holder.</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>

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