

JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Housing Support Officer
- Post Number: P27389
- Grade and SCP: Grade 8, SCP 18-22
- Directorate: Customer & Communities

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Temporary Accommodation Support Team within Housing Options, you will support the achievement of these key priorities, making a real difference to the lives of vulnerable households who are at risk of homelessness in Shropshire.

Overview of your role

To be responsible for the delivery of a modern, responsive housing support service to end the cycle of homelessness and help to identify services which will help service users to sustain and maintain a tenancy, becoming tenancy ready and becoming more



independent within the community of Shropshire.

Assisting with the day-to-day delivery of Temporary Accommodation Housing Support within an allocated number of units by providing intense housing support to homeless customers who are placed at the accommodation whilst being assessed under Homelessness legislation.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Senior Housing Support Officer who is in turn responsible for your health and safety, training and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.

What will you be doing?

Purpose

To offer targeted floating support to applicants to promote their independence, support applicants into wider community integration,

- To provide intense housing support to individuals placed into temporary accommodation.
- To ensure the daily operation of the temporary accommodation premises are well achieved and suitable for the needs of those placed and that all residents are given housing support and are complying with tenancy/licence agreements.
- To empower service users to feel safe and secure within their environment, reduce debt dependency and to actively support with the transition from temporary accommodation to more settled accommodation.

Tenancy Support

- To ensure that referrals from the Temporary Accommodation team are processed accordingly.
- To liaise with the Temporary Accommodation team regarding service users and complete tenancy sign ups and related administration and ensure tenants are prepared for a positive move into settled accommodation.
- Responsible for ensuring service users are aware of and follow Health and Safety regulations and processes.
- Support service users to understand and comply with the conditions of their tenancy and follow procedures and respond to any breaches of agreement.
- Support service users to understand the homeless case process and their Personal Housing Plans.
- Support services user to provide relevant documents in line with their homeless case, personal housing plan and when being offered their own accommodation for move on efficiently.
- Make appropriate referrals to statutory services and voluntary agencies as and when needed for both adults and children who are in temporary accommodation.
- Complete Tenancy Ready Support Plans and regularly review in line with SMART targets and to prepare for Move On into settled accommodation.



- To work with service users to identify tenancy support need levels and agree on outcomes to be achieved.
- Follow Safeguarding policies and make referrals when there are safeguarding concerns.
- Support service users with money management, maximising benefits, employment and health and wellbeing.
- Provide re-enablement / tenancy skills work both 1:1 and in group workshops to encourage independence within the home and community
- Assess the risks for each service user and yourself and ensure this is reviewed and regularly updated.
- Support applicants with money management including maximising benefits and accessing money / debt advice
- Provide support, advice and guidance in regard to education, training and work opportunities.
- To understand and recognise multiple care and support needs for early intervention including Domestic Abuse, Dementia, Addiction, mental Health, Learning and physical disabilities.

Operational

- Working towards key performance targets on a daily basis
- Managing a diverse caseload and prioritising needs and requirements.
- Maintain accurate and up-to-date records for all service users.
- Identify any health and safety concerns relating to service users and the building.
- To ensure the turnaround of accommodation for new service users meets business need.
- Ensure health and safety processes are followed and assist with tenancy related enquires.
- To engage and work collaboratively with providers, stakeholders, agencies and local services and deal with queries effectively and appropriately.
- Work closely with the Housing Options team and other services especially in all aspects of work where there is a shared responsibility.
- Collate information on the use of commissioned support from external support providers.
- Ensure appropriate Risk Assessments are in place for customers and are reviewed and updated regularly.
- To work collaboratively with colleagues across the service to ensure correct systems, processes and guidance are in place to support staff and ensure the service is being delivered to a high standard and promotes independence for service users, ensuring their rights, preferences and wellbeing are respected.
- Use information technology as required to carry out the duties of the post
- Participate actively in meetings, ensuring a full consideration of Temporary Accommodation Housing Support issues

General

- Ensure all information is sensitively handled and managed in accordance with the Council's policies and procedures and in compliance with requirements under Data Protection legislation.
- To work within the Council's Equalities and Diversity Policy, Health and Safety Policy, Lone Working and Performance Policies, ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care in all aspects of the service.
- To have a clear understanding, commitment, and positive approach to Shropshire Council Vision on 'The Shropshire Plan' vision and values to deliver an effective and valued service to our service users.
- To comply with requirements under Data Protection legislation.



- Ensure as far as possible within the scope of this role that all activities are carried out to the highest standards of integrity and professionalism.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

You will be based at Parish Rooms, 18 St Johns Street, Bridgnorth, WV15 6AG or at other temporary accommodation provision as required

Depending on the needs of the service and organisation you may be required to work at any of the other Shropshire Council premises on occasion.

Your post is subject to the following:

- The post is a permanent post, for 37 hours per week.
- Normal office hours are 7am - 7pm Monday - Friday and 8am - 1pm Saturday with a minimum lunch break of 30 minutes. Enhancements will apply when working outside of these hours.



- The Housing Support Team shift patterns range from 7am-3pm, 3pm – 11pm, 11am-7pm and 9am-5pm over 7 days.
- The hours for the Parish Rooms are Monday to Friday 7am – 3pm, 11am – 7pm and 9-5pm. Enhancements will apply
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rata for part-time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rata) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one month's notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post. Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.

