

Role Profile

Job Title:	Supported Housing Specialist Officer – Generalist
Based:	The Stables, Reading
Hours:	Full Time – 37 hours per week
Contract:	Permanent / Established
Reporting to:	Supported Housing Service Manager
Remuneration:	Circa £25K per annum depending on skills and experience, plus benefits
Indirect Reports:	Volunteers / Mentors / Student Placements

Job Purpose:

To manage a caseload of clients with multiple and complex needs focused on a flexible, person-centred model of support, developing independent living skills with targeted move on. To ensure complex cases are coordinated effectively and incidents are case managed promptly.

Key Responsibilities

Contract Delivery

- Deliver a fully mobile and flexible service for clients with multiple needs, working across multiple houses within a defined patch, often based on the needs of the client
- Assertively lead and coordinate any conflict management and/or anti-social behaviour, with a personalised approach, and maintain a balanced approach to risk, as well as being engaging, inspiring and helping to improve individuals' social integration
- Identify those at risk of eviction, and non-engagers, and work creatively with the support worker to focus on positive outcomes and confidently coordinate through to conclusion. Ensure an Alert has been raised to the Reading BC Homeless Prevention team
- Have oversight of cases even when evicted until another support package is in place
- Have oversight of house meetings, breaches of licence, notices and communicate effectively with the housing officers
- Ensure move on targets are being met as well as referrals to the Life Skills, Work and Wellbeing Centre
- Initiating case conference, multi-agency meetings thereby reducing evictions and improving outcomes
- Influence partners and colleagues with a focus on homelessness prevention and creative, dynamic, person centred outcomes
- Where dual support is in place with other providers, reflect where responsibility lies within joint support plans, as well as attend joint reviews

- Build trusting, trauma informed, strengths based and recovery focused relationships and enable clients to make empowered and informed choices about their future
- Work collectively with the team to meet contract requirements with regard to key performance Indicators
- Support and mentor new starters as well as assist with quality assurance audits, and support session observations improving best practice standards
- Supervision of Student Social Work Placements, including recruitment and attendance at University meetings
- Ensure that all clients leave Launchpad with a Tenancy Sustainment Plan to support clients in sustaining their move-on accommodation successfully
- To offer tenancy sustainment support to clients who have previously moved on but dropped back in for duty help
- Ensure all clients are offered eight weeks of resettlement support post-move on, working towards minimal reliance on support and prompt closure

Client Support

- Lead by example, by proactively identifying new ways of working and demonstrating a high quality of work which inspires other
- Effectively allocate time across the cases and demonstrate the impact of additional support or intervention by being independently solution-focused
- Carry out assessments according to priority need, and commence a support plan with all immediate interventions put in place, based on the needs of the client
- Case manage in the community, co-produce SMART, holistic support plans and risk assessments with the aim to reduce dependence on services, with a high standard of recording
- Assertively motivate clients to achieve their goals, and ensure that clients' expectations are effectively managed to remain independent
- Ensure all support is person-centred, and treats clients as individuals, promotes their dignity, independence and wider social needs and their views and needs remain the primary focus
- All plans should use language that is inclusive with the use of 'approach' rather than 'avoidance' goals
- Ensure all clients are effectively signposted to opportunities to reduce social isolation, and are given the opportunity to attend group activity and/or Education, Training, and Employment opportunities
- Ensure all support works in a collaborative way with other services and providers, and clients engage and have access to all specialist providers
- Advocate on behalf of clients and ensure equality of access to services
- Ensure clients are focused on sustaining their accommodation, sourcing accommodation and/or supported with the skills for resettlement
- Participate in the provision of duty support for clients according to the set rota
- Provide an effective support closure process, according to clients' needs, and ensure that they have the information and advice to sustain their independence
- Maximise the utilisation of the service by minimising the number of abandonments and evictions through providing effective support

- Support the Housing team to minimise rent arrears by providing financial management and welfare benefits support and advice to clients
- Promote and develop opportunities for clients to participate in the management and development of Launchpad and its services

Finance and Administration

- Keep accurate and timely records on case management system which are of an exceptional quality and fully meet the contract requirements and targets
- Ensure all records and files are maintained and held securely and that confidentiality of information is maintained at all times
- Complete all financial transactions according to Launchpad's procedures

General

- Represent any team issues or concerns, being constructively vocal about what is or is not working
- To attend and participate in team meetings, reflective practice, group briefings, 1to1's, annual reviews, internal and external meetings, qualifications and training courses where appropriate
- Put into practice the strategic aims of the service and support colleagues to implement change
- Put into practice the client participation and consultation strategy
- Assist in the promotion of awareness of homelessness and the needs of homeless people in the wider community
- Proactively promote the service within Reading to other organisations and partners
- Assist with the development of policies, procedures and practices in relation to the Supported Housing Service, especially in relation to complex needs clients
- Keep up to date with relevant changes in legislation, funding and other external issues, especially related to clients with multiple needs, and ensure that the service responds accordingly and delivers 'best practice' standards
- Observe and work within Launchpad's values of Respect, Empower, Integrity and Influence
- Operate within the framework of policies and procedures within Launchpad
- Work flexible hours according to the need of the contract and customers
- Any other duties commensurate with the role

Person Profile

Knowledge, Skills and Behaviours

- Ability to influence at senior levels both internally and externally
- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Ability to engage clients, work with challenging behaviour and coach others to develop their skills
- Ability to demonstrate persistence and diligence to see cases through to a successful outcome
- Ability to brainstorm creative solutions in order to improve outcomes for clients
- Ability to record and report work to a high standard, concisely and effectively, using IT systems
- Resilience to coordinate 'at risk of eviction' clients and maintain motivation levels with minimal supervision
- Ability to manage multiple and conflicting priorities and effectively manage time
- Ability to assess and recognise client support needs and risks and highly skilled at crisis management and early intervention
- Work in a way which promotes client independence and demonstrates equality of service to all
- Strong communication and interpersonal skills and the ability to remain calm under pressure
- Willing and able to work as part of a team and be supportive to your colleagues
- Knowledge of safeguarding children and vulnerable adults
- Excellent knowledge of welfare benefits and Welfare Reform
- In depth knowledge of local services in Reading
- Excellent understanding of housing and homelessness legislation, housing law and complex support needs including substance misuse and offender management
- Good understanding of IT software (Word, Excel, Internet Explorer and Outlook)
- Previous use of PSOCC software package (Desirable)

Experience

- Substantial experience of working with clients with multiple needs in a multi-agency solution focused way
- Experience of supervising, coaching and motivating student placements
- Experience of delivering peer to peer reflective practice
- Experience of quality assurance and/or improving standards of service delivery
- An understanding of the principles of Making Every Adult Matter (MEAM)
- Demonstrates good professional relationship building at all levels
- Experience of networking and influencing partner agencies to improve outcomes for clients

Education, Qualifications and Training

- GCSEs including English and Maths at grade C or above
- Housing or social care related qualification or professional qualification in substance misuse, counselling, psychology or social work (Desirable)