

## Role Profile

<b>Job Title:</b>	Supported Housing Officer
<b>Based:</b>	The Stables, Reading
<b>Hours:</b>	Full Time; 37 hours per week
<b>Reporting to:</b>	Supported Housing Team Leader
<b>Remuneration:</b>	circa £23,000 per annum, plus benefits
<b>Direct Reports:</b>	Volunteers / Mentors

### Job Purpose:

To manage a caseload of clients with multiple needs focused on a flexible, person-centred model of support, developing independent living skills with targeted move on.

### Key Responsibilities

#### Contract Delivery

- Deliver a fully mobile and flexible service for clients with multiple needs, working across multiple houses, often based on the needs of the client
- Assertively manage conflict and anti-social behaviour, with a personalised approach, and maintain a balanced approach to risk, as well as being engaging, inspiring and assisting to improve individuals' social integration
- Develop and sustain effective partnerships, and work in a collaborative way with all agencies and providers, ensuring a seamless service delivery focused on the client
- Lead and represent Launchpad in a Team Lead specialism (area of support to be agreed) by attending relevant meetings, sourcing training and building strong partnerships
- Represent Launchpad at external meetings, case reviews and forums in a positive, professional manner, ensuring the needs of clients are the key focus
- Initiating case conference, multi-agency risk management meetings with a focus around complex needs clients
- Influence partners 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 and attend joint reviews with other agencies.
- Build trusting, trauma informed and recovery focused relationships and enable clients to make empowered and informed choices about their future
- Develop appropriate tracking tools to ensure clients are closed within contract timescales
- Manage the expectations of clients in respect of the availability of housing options
- Work collectively with the team to meet contract requirements with regard to key performance Indicators
- Manage a caseload of approximately 15-18 clients, utilising time effectively to ensure that all cases are given appropriate support based on client needs

- Make routine weekly house visits where room checks will be completed to ensure clients are managing their licence agreements and tenancies
- Develop a model / package of support around holistic needs for each client, with the support of volunteers and mentors
- 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 8 weeks of resettlement support post-move on, working towards minimal reliance on support and prompt closure
- Obtain and use feedback gathered from clients to improve service delivery
- Supervision of volunteers/mentors according to the needs of the business

### **Client Support**

- 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 are 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
- 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
- To support the team in providing duty support for clients according to the set rota

## **Finance and Administration**

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

## **General**

- Put into practice the strategic aims of the service and support colleagues to implement change
- Put in to 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
- 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
- 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
- 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

- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Ability to engage clients, work with challenging behaviour and coordinate appropriate interventions
- Ability to record and report work to a high standard, concisely and effectively, using IT systems
- Resilience to deal with longer term clients and maintain motivation levels
- Ability to manage multiple and conflicting priorities and adapt work plans accordingly
- Ability to assess and recognise client support needs and risks and identify appropriate interventions
- Work in a way which promotes client independence and demonstrates equality of service to all
- Work on own initiative using safe working practices
- 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
- Good understanding of welfare benefits and Welfare Reform
- 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

- Minimum of 2 years' experience of supporting vulnerable clients; also possibly those with complex needs
- Experience of multiple needs and working in a multiagency solution focused way
- Experience of supervising, coaching and motivating a team of volunteers and peer mentors
- Previous experience of working with high support, single homeless clients and families with multiple support risks and needs
- Demonstrates good professional relationship building at all levels
- Experience of networking and influencing housing providers and/or agencies

### 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)