

Job Description

JOB TITLE:	Through Care Housing Officer
GRADE:	Grade H
POST NUMBER:	G013000176
DIRECTORATE:	Place
SERVICE:	HOUSING
RESPONSIBLE TO :	HOST Team Leader
Version	Version 2:2
RESPONSIBLE FOR:	No direct reports
	<p>This post requires a DBS check: Standard check. Check with Children’s Barred List</p> <p>This post is not politically restricted</p>
JOB SUMMARY:	<p>The post holder will provide bespoke support to care leavers where they are threatened with homelessness to prevent homelessness, rough sleeping, and relief homelessness. The role will assist and guide single clients with support needs to make appropriate choices regarding their housing pathways. To work with care leavers are living in suitable accommodation in line with statutory guidelines.</p> <p>To contribute to the development of a comprehensive Housing Advice and Support Service for young people transitioning from being looked after on to independent living arrangements. Postholder will work with relevant agencies to ensure relevant support and trainings are in place for looked after children and care leavers in order to ensure they successfully transition to independent living.</p>
ROLE REQUIREMENTS:	
1.	To provide housing related advice to service users, social workers, personal advisors, and other relevant professionals. Including assisting in duty support.

2.	To provide housing advice and related housing issues to the rising looked after population and leaving care young people.
3.	To support young people to housing related appointments/meetings.
4.	To write s184 decision letters and provide detailed decision letter further to the HRA to care leavers setting out advice given and the agreed housing pathway where homelessness cannot be prevented.
5.	To support looked after children and care leavers gaining a thorough insight and understanding around their entitlements and responsibilities around housing/accommodation to prepare them to transition successfully into adulthood.
6.	To undertake preventative work with care leavers who are at risk of becoming homeless (including care leavers in custody).
7.	To work with care leavers that are sleeping rough to ensure they are placed in suitable accommodation.
8.	To develop individual and group based training sessions for service users around accommodation sustainability and move on to independent living
9.	To regularly monitor young people's accommodation pathway and ensure timely move on to alternative accommodation and attend regular move on meetings with relevant stake holders.
10.	To liaise with clients, housing procurement brokerage officer and housing providers to ensure a high standard of accommodation are being provided.
11.	To contribute to young person's pathway plan regarding housing needs and any related issues (including finance related to accommodation).
12.	To assist care leavers with accommodation, move-on and support, also monitor nomination of TCS quota social housing nomination.
13.	The post holder is to hold cases of clients and work within the HOST team and will be required to work within the duty part of the service
14.	To ensure that all contact with customers and other organisations is fully recorded in the case management system (CDP, Comino) and where possible confirm advice given in writing in case note.
CORPORATE	

RESPONSIBILITIES	
15.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
16.	To comply with the council's Standing Orders and financial regulations.
17.	To ensure work based recording is completed in compliance with the Council's recording policy.
18.	Develop and maintain positive relationships with colleagues, stakeholders, and communities to ensure the council and the directorate strategic priorities are effectively implemented.
19.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
20.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
21.	To keep abreast of developments in legislation, local and national policies, protocols, and Service level agreements as they pertain to homeless prevention, care and protection of care leavers
PEOPLE	
22.	To assist with identifying, targeting, and disseminating funding opportunities and related information to prospective community organisations and service delivery agencies.
23.	To lead on multi-disciplinary case conference where appropriate
SERVICE	
24.	Support organisational change and learning, following, and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
25.	To support in collating and monitoring management information of care leavers accommodation.
PERFORMANCE	
26.	To prepare and provide quarterly data and reports with appropriate management information/statistical analysis.

27.	To use a dedicated assessment tool to determine the most appropriate form of supported accommodation for single clients
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OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council’s ‘My Annual Review’ scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council’s policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council’s equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of: Through Care Housing Officer		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<ul style="list-style-type: none"> Must have a good working knowledge of Homelessness Legislations and the provisions. In particular the Homelessness Reduction Act 2018 	E	A/I
		E	A/I/T
	<ul style="list-style-type: none"> Knowledge of the statutory framework for Housing and homelessness, especially in relation to care leavers. 	E	A/I/T
		E	A/I/T

	<ul style="list-style-type: none"> • To have a sound knowledge around financial responsibility and entitlements of care leavers relating to accommodation • Knowledge of issues affecting looked after children and care leavers around accommodation. • Good understanding of the responsibilities of social landlords, Children's Services, YOT, Police, Probation, Social and Health Services and of local voluntary sector provision in relation to housing need, homelessness, and homelessness prevention work • Knowledge and understanding the rationale as why care leavers are risk of being homeless and or be rough sleeping. • To have a good working knowledge of the statutory responsibilities of Local Authorities 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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	<p>and to ensure compliance with the Council's statutory obligations.</p> <ul style="list-style-type: none"> • Understanding of current issues facing service users and Third Sector organisations in Tower Hamlets with regards to accommodation. 	D	A
Qualifications & Experience	<ul style="list-style-type: none"> • Good communication skills, written and verbal and presentation skills (including the ability to complete complex documents and influence a wide range of partners). 	E	A/I/T
	<ul style="list-style-type: none"> • Ability to use hard and soft data to inform the work practice. 	E	A/I/T
	<ul style="list-style-type: none"> • Experience of dealing with care leavers/ parents/carers, children, providers, and other stakeholders in the delivery of services. 	D	A/I/T
	<ul style="list-style-type: none"> • Experience of arranging one to one and group based training 	E	A/I/T

	<p>sessions for young people.</p> <ul style="list-style-type: none"> • Experience of supporting care leavers around housing related issues • Experience around prevention of homelessness and rough sleeping. • Experience of working with complex clients • Appropriate I.T. skills • Experience of managing large and complex case load • Experience of using Management Information Systems to monitor quality and report on progress towards targets. 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Developing Networks Maintains and encourages networking across teams to achieve the best outcomes.	E	A I
		E	A I

	<p>Making it a better place to work Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment.</p>		
We are OPEN and transparent.	<p>Communicating clearly Thinks about the people they communicate with and adjusts their style accordingly.</p> <p>Being approachable Approachable and seeks regular internal and external feedback from people to improve how they and others do things.</p>	E	A I
We are WILLING to challenge, innovate and be accountable.	<p>Learning & challenge Respectfully challenges others, using data and observation to drive improved outcomes.</p> <p>Improvement and Innovation Leads the way and encourages others, so they achieve continuous improvement with measurable benefits.</p>	E	A T I
We empower each other to be EXCELLENT and go the extra mile	<p>Having purpose & personal motivation. Understands the organisations direction of travel and actively supports that in their work and interactions.</p>	<u>E</u>	<u>AI</u>

	<p>Being empowered Takes the initiative to improve outcomes because they can explain the difference, they have made</p>	<u>E</u>	<u>AI</u>
<p>We RESPECT all communities; they are the heart of everything we do.</p>	<p>Understanding our customers' needs Uses customer feedback to actively improve customer outcomes and the way services are delivered.</p>	<u>E</u>	<u>AI</u>
	<p>Respecting diversity and being inclusive Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.</p>	<u>E</u>	<u>AI</u>
<p>Additional Requirements</p>	<p>Willing to comply with the requirement to carry out a DBS check on this role.</p>	<u>D</u>	<u>I</u>