

This is a fixed term contract or secondment opportunity and is open to staff members across both Boston Borough Council and East Lindsey District Council



served by One Team

JOB DESCRIPTION

POST TITLE:	Tenancy Support & Resettlement Officer Contract or secondment until 31 st March 2022 with possible extension
DATE ISSUED:	May 2021
GRADE:	4
SERVICE / FUNCTION:	Housing and Wellbeing Directorate - Rough Sleeping Intervention Team
RESPONSIBLE TO:	Housing Manager
JOB PURPOSE:	<p>To make a key contribution to the Councils 'Rough Sleeping Intervention Team' to support the Council to reduce and prevent rough sleeping across the Boston Borough through the provision of advice and support enabling tenancy sustainment.</p> <p>To respond to referrals within 1 working day of receipt to complete assessments either by phone or face to face.</p> <p>To undertake early morning outreach sessions as and when required, early starts from 5am</p> <p>To undertake Counts as and when required, early starts from 3 or 4am</p> <p>To complete Needs Assessment, Risk Assessment and Triage Forms in a timely manner</p> <p>You will be offering advice and guidance to enable the person to make an informed decision regarding their housing options and other support needs.</p> <p>To develop a Support Plan, taking into consideration their understanding. This will include budgeting, money management, setting up bills, shopping and cooking skills.</p> <p>To ensure clients are receiving a multi-agency response where appropriate.</p> <p>To provide short term housing related support to those recently rehoused from the street or from temporary accommodation.</p> <p>To develop a Support Plan, taking into consideration their understanding. This will include budgeting plans, money management, setting up bills, shopping and cooking skills.</p> <p>Provide each client with a Personal Housing Plan focused on:</p> <ul style="list-style-type: none"> • Encouraging them to source accommodation and support them in obtaining appropriate and affordable permanent housing • Offering advice and support to maintain their tenancy/licence

	<ul style="list-style-type: none"> • Access appropriate and timely support from a range of agencies/services dependant on their individual needs • Maximising their income and reduce any debts • Supporting clients to build independence and become more involved in their community • Referral to Housing Related Support services when required <p>To ensure a smooth transition into accommodation for those Sleeping Rough by continuing their support as required</p> <p>You will be teaching life skills to encourage and enable them to sustain a tenancy within their own accommodation</p> <p>To assist in a timely manner with the facilitation of supported reconnection for those clients with no local connection to the area</p> <p>To manage a caseload and keep accurate data and records ensuring integration with the Councils housing and homelessness service, other council services and partner organisations as required</p> <p>To build relations with housing providers, landlords, agencies, services, faith groups and volunteer sector.</p> <p>To work across the Boston and East Lindsey Strategic Alliance if required.</p>
LIAISON WITH	Members of the public, council officers, external partners, statutory agencies, voluntary and community sector.
KEY COMPETENCIES:	<ul style="list-style-type: none"> • Organisational awareness • Awareness of the wider context within which the role operates • Effective communication • A focus on impact and outcomes • Working collaboratively across multiple teams and organisations • A commitment to continuous improvement and quality • Ability to influence and inspire trust and confidence • Ability to problem solve through collaboration and creative thinking • Ability to recognise and respond proactively if any changes to the approach is required to achieved the desired outcomes
<u>MAIN RESPONSIBILITIES, TASKS AND DUTIES</u>	
<p>a) Dynamic case management, managing a small a caseload of people moving from the streets into accommodation with varying levels of needs and risk across a range of tenures, keeping accurate data and records, ensuring integration with the Councils Housing and Homelessness service, other council services and partner organisations as required</p> <p>b) Comprehensive support planning focussed on homelessness prevention; identifying areas of support, outcomes; goals; actions and targets in conjunction with the client. Regularly review progress against achieving the outcomes set in the action plan ensuring that the plan is up to date prior to closing the case.</p> <p>c) Organise and undertake early morning outreach sessions and counts, produce reports and update case notes.</p>	

- d) Directly provide support to enable the service user to sustain and manage their tenancy/licence including helping the client to understand their rights and responsibilities as a tenant.
- e) Encourage and motivate clients to do as much as possible for themselves, providing sensitive challenge as appropriate with the aim of enabling them to sustain the tenancy. This will include accessing relevant training.
- f) Liaise with relevant agencies on behalf of the client and encourage them to access appropriate services and benefits including handover to other support providers where appropriate to do so.
- g) Develop and maintain positive relationships with clients, establishing and maintaining appropriate professional boundaries, respecting clients' views but also sensitively challenging resistance to support which could enhance their quality of life.
- h) Develop and maintain good working relationships with landlords and other agencies involved while support is in place. Ensure landlords are aware how to access support and raise safeguarding concerns.
- i) Keep detailed and accurate records, ensuring that all assessments, action plans, notes and information regarding outcomes are recorded on the management system.
- j) To refer clients with complex or unmet needs to the multi-agency Vulnerable Adults Panel/Neighbourhood Team Meetings/Team around the Adult dependant on their needs assessment and the level of service required as identified by the triage tool. Where required, with the most complex and severe cases facilitate with the Service Coordinator a multi-agency "Rough Sleeping Prevention Task Group" to allow for multi-agency response to provision of support.
- k) To facilitate supported reconnection for those rough sleeping in the district with no local connection to the area.
- l) Assist with data collection to help ensure accurate and comprehensive records and identify gaps in service provision ensuring this information is used to help commission new services or change current provision. Assist with the completion of any returns as required to the Ministry of Housing Communities and Local Government (MHCLG).
- m) To work in conjunction with partner organisations, Community Safety Teams and the Police to reduce anti-social behaviour.
- n) To work closely with internal and external colleagues, including social services, support workers, hospitals, mental health services, drug and alcohol services, hospitals, prison, probation and other professionals who may be involved.
- o) Respond appropriately to chaotic and challenging behaviour to uphold the wellbeing of staff and clients.
- p) Participate in regular supervision, team and department meetings to enhance personal and team performance, ensure effective communication and identify personal and team training needs
- q) To support and raise awareness with issues such as health and safety, safeguarding vulnerable adults and children and how to make a complaint.
- r) To assist line managers to ensure effective delivery and capacity to deliver the project at all times
- s) To represent the council at various meetings and forums relevant to this area of work as required
- t) To abide by the Councils Health and Safety policies as well as the sections risk assessments and safe systems of work.

	<p>u) To undertake any other tasks required to meet the demands of the Rough Sleeping Intervention Team.</p> <p>v) To cover different roles and areas when required across the Boston and East Lindsey Strategic Alliance within the 'One Team' ethos</p>
OTHER	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks
4	<p>Health Surveillance</p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
5	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p>

	<p>Employees are required to follow the Councils Contract Procedure rules and Financial Regulations in any financial transactions and other dealings on behalf of the Council.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>
6	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
7	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>
8	<p>Values</p> <p>We believe that everyone has a role to play in making our council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers

<u>PERSON SPECIFICATION</u>		
POST TITLE: Tenancy Support & Resettlement Officer		
DATE ISSUED: May 2021		
Attributes:	Essential Qualities:	Desirable Qualities:
Education & Training	Evidence of continuous relevant personal development relevant to the post.	<p>A relevant professional/management qualification.</p> <p>Grade A - C or equivalent in Maths and English.</p>

Language	Ability to communicate to a range of audiences from clients, managers, councillors and other professionals	Ability to speak a second language, preferably Polish, Lithuanian or Latvian. Experience of working with people who have limited use of the English language
Experience	A successful track record of working with members of the public and multi-agency working	A minimum of 2 year's relevant experience Experience of supporting and achieving success with individuals who are resistant to change
Knowledge	A good knowledge of housing, homelessness, tenancy law and Welfare Reforms An understanding of why people might end up rough sleeping as well as measures to help resolve such issues	
Skills and Competencies	Good written, numeracy, communication and presentation skills Ability to work on your own with minimal supervision, within a team and have a flexible approach to meet the needs of the section Ability to work to individual performance targets Competent with IT and ability to use Microsoft Office products. Passionate about helping people in housing need Ability to remain calm when dealing with people in emotional and stressful situations Ability to develop and maintain positive relationship with service users, landlords and other organisations	Ability to represent the Council at meetings at this level of the service area and to make effective links with key organisations. Advisory, guiding, negotiating and persuasive skills
Other	Full Driving Licence Must be able to respond flexibly to the needs of clients plus willingness to work unsociable hours when required	Daily use of a vehicle