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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Private Rented Sector Support Worker  | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Resettlement Services Manager |
| **DEPARTMENT: HHASC**  | GRADE: 6 |
| **JE REF:** | 16 | PANEL DATE: | 17/03/2020 |
| **1.** | **MAIN PURPOSE OF JOB** The main emphasis of this role is to provide high quality support to customers who have approached the Private Sector Worker and are now in their subsequent private rented accommodation.To work in a multi-disciplined team including Statutory and Voluntary agencies in order to provide a comprehensive service to customers |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To provide support and assistance to the Private Sector Worker in maintaining tenancies and liaising with landlords. |
|  | ii | To hold a caseload and provide high quality individual support to customers, including work around budgeting, self-esteem, independent living skills, assistance with benefit claims, risky behaviour (alcohol, drugs, unsafe sex, offending behaviour), motivational work, anger management and interpersonal relationships. |
|  | iii | Make referrals / signpost to specialist agencies as appropriate and where necessary prepare and accompany customers to services to assist with take up / transition to universal / specialist services. |
|  | iv | To visit all customers with an agreed support provision regularly, ensuring that the customers maintain / secure alternative accommodation and any problems are identified and dealt with quickly. Occasionally visits may be necessary outside of normal working hours. |
|  | v | To ensure that customers benefits (including HB) are maximised. This will include debt advice, income maximization, benefit advice and involvement of other agencies such as Citizens Advice York |
|  | vi | To keep updated the computer held housing management system inputting data accurately, as necessary and to use the rent and housing benefit system, spreadsheets, e-mail and other computer systems as required. To provide any statistics as and when necessary. |
|  | vii | Liaison across the Authority and with external agencies involved in the provision of services for our customers who are likely to have high social care issues and experience of social deprivation/discrimination |
|  | viii | To provide ongoing housing advice and information for customers at risk of exclusion and where necessary work closely with other agencies to find alternative housing.  |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work Direct: None Indirect: assist with on the job training, support of new recruits, relief staff, students, volunteers, colleagues and other professionals. Formal co-working |
| **4.** | **CREATIVITY & INNOVATION*** Fundamental that post holder is able to adapt method of working to suit a wide range of vulnerable customers. The post involves significant lone working and on occasions staff will need to make decisions without management.
* To ensure that the customer engages with the personal housing plan and understands the consequences of none -engagement
* That the service is tailored to the individual’s needs, that the short term support is targeted and appropriate to achieve the goals of the personal support plan and prevent / relieve homelessness without the customer becoming dependent
* Staff should be able to deal with potentially violent or aggressive individuals or groups, to be able to break down barriers where customers are reluctant to engage, using a variety of techniques to impart or extract information and agree solutions and actions. In addition customers may have learning difficulties, literacy problems and need to communicate using a variety of techniques. To work with customers to resist inappropriate peer pressures, address discrimination and bullying issues, deal with anger management and nuisance behaviour without alienating the customer from support process

Flexibility and willingness to work out of hours as required. |
| **5.** | **CONTACTS & RELATIONSHIPS*** **Customer group** is single homeless, some with mental health problems and substance abuse issues. Significant part of work is directly with customers – providing support, advice, encouragement although can also be to enforce tenancy conditions (issue a Notice to Quit). The contact can be informal, in office, or around site or can be more formal interview, support sessions, intensive support. It can be with an individual or household. Customer contact may be face to face or on the telephone and is daily
* **Internal** – Working as part of the resettlement service and part of the homeless service. Contact is about developing the service and in relation to an individual customer to gather or pass on information, arrange meetings or appointments, discuss solutions to housing issues, make referrals, report or chase repairs with a variety of internal departments on a daily basis – primarily with Housing options and housing registration staff, Social Workers, Children’s Services, Youth offending team, Adult Social Care, property services, discussing and making decisions regarding support or services required.
* **External** agency contact - Contact is fundamentally in relation to an individual customer to gather or pass on information, arrange meetings or appointments, discuss solutions to housing issues, health issues, emotional support issues. Contacts include Homeless Agencies, accommodation providers, Housing Associations, Young people’s Projects, Substance misuse services, advice and mediation services National Probation Service, Community Rehabilitation team, NY Police, health Services, DWP, Education and training establishments, Young Offenders Institutes, prison and courts .
* Contact may also be in multi-agency meetings , training or networking sessions
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|  **6.** | **DECISIONS – discretion & consequences**Appropriate advice and support regarding both resettlement / temporary and permanent accommodationLiaising with multitude of various specialist agencies to initiate and ensure comprehensive service to customers.Arranging payment agreements with customers for current and former arrears.Expectation that staff are able to make ‘on the spot’ decisions especially when working with individual customers and when management cover may be by phone rather than on site. Responsible for health and safety of self and colleagues Responsible for all statistical recording Policies and Guidelines are available for consultation |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value N/A  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands: Lone working (using lone working policy) Need ability to work unsupervised and at own initiative.Work with customers who are under a high level of stress or have mental health problems, substance misuse etc.Difficult to provide support to customers when they have received negative outcomes or are unhappy with options available.Physical demands: Need to be mobile to access customer homes, attend appointments with people. Ability to work under pressure and meet targets and deadlines. Working conditions: Primarily community based in customer homes, external agencies but with travel across city.Work context: Some customers present with high risk factors – history of offending, arson, violence and aggression, mental health problems, learning difficulties, drug and alcohol issues, history of domestic violence or abuse, sex offenders, and risk of post holder being subject to abuse (primarily verbal but with threat of physical) is high as there are numerous occasions when staff are involved / witness to volatile explosive situations or working with high risk customers. Additional low risk from physical injury (eg needle stick injury). |
| **9.** | **KNOWLEDGE & SKILLS**Computer skillsExperience and working knowledge of the specific issues facing those that have complex needs and are homeless including working with people with severe mental health and substance misuse issues, that are hard to engage.Knowledge of homeless and housing/tenancy knowledge Knowledge of principles and benefits of education and group work Literacy and numeracy skills, Telephone skills, interpersonal skills, diplomacy, tact, sensitivity and objectivity. Risk assessment awareness, prioritisation, life skills, ability to make decisions based on complex situations in a potentially volatile situation. Work in a proactive manner, use own initiative and work as a team.Knowledge of welfare benefits systemKnowledge of external support agencies*Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.**This post requires the post holder to undertake a basic criminal record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Resettlement Services ManagerOther jobs at this level; Housing Options Support Worker, Resettlement Support WorkerTHIS JOBJobs reporting up to this one: None |