| Role Structure | Role Details  |
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| Directorate: | Community Wellbeing |
| Grade: | HC07 |
| Location: | Talk Community Development |
| Responsible to: | Talk Community Development Manager |

# Job Description

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| Job Role: Talk Community Early Intervention Officer (Homelessness) |
| Service: Talk Community Development |

## Main purpose of the role

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| * To develop links and liaise closely with a wide range of statutory and voluntary agencies, individuals and companies, to maximise the supply and use of available accommodation resources.
* To attend and participate in multi-agency meetings where housing is an issue in order to support clients and promote an inclusive approach to problem solving
* To provide comprehensive housing advice and assistance to clients in all types of tenure
* To work proactively with VCSE groups to work with clients to prevent homelessness wherever possible, in areas such as: negotiating with family and friends; negotiating with landlords or agents; providing basic budgeting and debt advice; negotiating with lenders and other agencies
* To liaise with other service areas within the Council and external partners to ensure clients can satisfactorily manage accommodation, access other services and support as required and to minimise the potential for debts being accrued
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| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To develop solutions and interventions working with a wide range of partner organisations including, businesses, the charitable, and voluntary and faith based sectors, community groups and other statutory agencies. Solutions will be designed to ensure homelessness issues are understood more widely with the aim of preventing and reducing the number of people who become homeless in Herefordshire.
 | * Weekly
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| * To undertake project work relating to the prevention of homelessness and the housing options available to those in housing need.
 | * Regularly
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| * To offer advice and assistance to any client seeking accommodation on the availability of housing resources locally in the public and private sectors. Such advice shall include the likelihood of rehousing under the Council’s allocation scheme.
 | * Weekly
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| * To work within a client centred approach through the use of problem solving, innovation and collaborative working with a range of partner agencies.
 | * Daily
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| * To develop and maintain an up-to-date knowledge of the legislation and Council policy in relation to the following issues: homelessness, children, landlord/tenant, matrimonial, domestic abuse, and housing and welfare benefits.
 | * Regularly
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| * To actively contribute towards the goal of reducing homelessness within Herefordshire.
 | * Regularly
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| * Assist in raising awareness of homelessness risk factors and early warning signs amongst communities.
 | * Regularly
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| * Making referrals for further support and advice for clients when required.
 | * Regularly
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| * Demonstrate outcomes for clients in the following areas and evidencing their achievement, through supporting clients to:
* Access and sustain appropriate accommodation.
* Improve their health and wellbeing.
* Support clients to engage in and sustain support and advice for clients who have substance misuse issues.
* Encourage and support clients to engage in opportunities for employment, volunteering, education and training, leisure activity, developing life skills and building positive social networks.
 | * Regularly
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| * Work closely with the Temporary Accommodation Resettlement Officer, co-ordinating visits and undertaking data sharing as appropriate and in conjunction with GDPR Legislation Guidelines.
 | * Weekly
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| * Work closely with the HSO Private Lettings Officer who is the service expert in sourcing and advising on accommodation available in the private sector.
 | * Weekly
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| * Establish good working relationships with providers of all types of accommodation available both in Herefordshire and surrounding areas where clients may have a local connection.
 | * Daily
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| * Develop strong links and working relationships with all external partner agencies that have a role to play in supporting client interventions and recovering and liaise frequently. In particular this will include housing providers, probation and prison services, police, drug and alcohol Services, mental health outreach, public health providers, DWP, money advice services, food banks and other charitable, voluntary and faith based organisations operating in Herefordshire.
 | * Daily
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| * Develop strong links and working relationship with all council colleagues who have a role to play in supporting client interventions and recovery and liaise frequently. In particular this will include other colleagues in the Outreach, Housing Options and Home Point teams, adult social care, drug and alcohol service commissioners, supported housing commissioners and public health.
 | * Daily
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| * Support clients to engage with their recovery, develop life and social skills, claim benefits and access appropriate accommodation and avoid a return to the street.
 | * Weekly
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| * Encourage service users to establish social networks and undertake meaningful activities to assist them to develop positive coping mechanisms and promote social inclusion.
 | * Regularly
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| * Promote and facilitate effective multi-agency and joint working to address begging, street drinking and other street-based activity.
 | * Weekly
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| * Adhere to council procedures around the management of risk presented to self, colleagues and service users and adhere to lone working procedures.
 | * When required
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| * Always ensure that all types of communication are handled in accordance with Data Protection Legislation and the requirements of General Data Protection Regulation (GDPR) as required by the councils Data Protection Policy.
 | * Regularly
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| * Act at all times as an ambassador for the Herefordshire Outreach Service and Herefordshire Council, maintaining a professional service standard at all times.
 | * Regularly
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**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by****A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** |
| * A good standard of general education including a minimum of 5 GCSE’s or a recognised equivalent a demonstrably good level of numeracy and literacy.
 | Essential | A |
| * Excellent IT skills, including competence with word processing, spreadsheets, database and email and ability to learn how to use new IT applications.
 | Desirable | A, I |
| * Experience working in a similar background, good working knowledge of homeless legislation and the ability to demonstrate their knowledge.
 | Desirable | A, I |
| **Experience & Knowledge** |
| * Experience of dealing with members of the public, including over the telephone and face to face
 | Essential | A |
| * Experience of dealing with vulnerable people and people who are distressed
 | Essential | A |
| * Experience of working in housing or a related environment
 | Desirable | A, I |
| * Experience of managing a client caseload
 | Desirable | A, I |
| * Experience of working with clients to develop strength based support plans and to motivate clients to achieve mutually agreed goals and outcomes
 | Desirable | A, I |
| * Knowledge of the benefits system with a view to maximising client income and covering accommodation expense.
 | Desirable | A, I |
| **Skills and Abilities** |
| * Clear and concise written and spoken communication skills
 | Essential | A, I |
| * Ability to present written information in a structured and balanced way appropriate to the needs of the reader.
 | Essential | A, I |
| * Ability to negotiate to achieve positive outcomes.
 | Essential | A, I |
| * Enthusiastic and positive attitude
 | Essential | A, I |
| * Commitment to customer care
 | Essential | A, I |
| * Commitment to best practice
 | Essential | A, I |
| * Ability to work well in a team
 | Essential | A, I |
| * Ability to respond and be re-active to shifting priorities at short notice
 | Essential | I |
| * Ability to demonstrate a caring and empathetic attitude whilst maintaining professionalism
 | Essential | I |
| * Problem solving skills, providing a creative solution-focused approach to overcoming challenges.
 | Essential | I |
| * Ability to establish relationships and build trust with clients and across a wide range of partners and stakeholders.
 | Essential | A, I |
| * Have a non-judgemental attitude that is inclusive regardless of an individual’s particular needs or background
 | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.