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**Accommodation Support Officer (RSAP)**

**Reports to: Rough Sleeping Pathway Coordinator**

**Department: Strategic Housing**

**Responsible for - Directly: 0**

**Working environment: HYBRID – Novus Centre / site / homeworking to meet business need**

**Working hours: full time 37 hours per week**

**Salary: Band 5 (subject to job evaluation)**

**Contract type: 12 months fixed term**

**Purpose of role**

To deliver support to those with a history of homelessness and/or rough sleeping who have been identified as needing additional tenancy related support to ensure that they can maintain their occupation of their temporary accommodation and to ensure they make a successful transition to more permanent housing., ensuring all appropriate statutory and voluntary services are in place.

**Key result areas:**

* To contribute to the reduction of failed tenancies within the Borough by successfully supporting individuals to develop a person-centred strength-based Pathway to Accommodation Plan, focusing on skills and knowledge needed to sustain a tenancy.
* Provide a high-quality support service which enables the clients to:
  + Maintain their emergency accommodation.
  + Successfully transition from existing accommodation into the Transitional Housing Scheme with a full move pathway identified into long term sustainable accommodation.
  + Identify and signpost to additional support services including those funded to address Mental Health, Drug and Alcohol Support.
  + Develop Tenancy Sustainment Skills

**Main responsibilities**

* To support clients in maximising their income by claiming benefits, accessing education, training or employment, alongside debt management.
* Provide advocacy for clients to ensure they can access services from those statutory and voluntary services which will help the client to successfully complete their Pathway to Accommodation Plan and to address issues of mental/physical health and/or addiction.
* Work collaboratively with other agencies who are supporting clients.
* Support clients to develop tenancy skills and give practical guidance on setting up a new home. This will include securing funding for furniture and basic household items.
* To support clients to develop practical lifestyle skills.
* Support clients to understand their responsibilities under their licence agreement and to ensure there are no breaches of the agreement.
* Agree and provide regular visits and telephone contact with service users.
* Ensure compliance to all policies and procedures, values, and behaviours of the organisation, whilst making recommendations for continuous improvement.
* Act as an ambassador for Great Yarmouth Borough Council.
* Report any Safeguarding issues promptly.
* To provide a management service and respond to any notifications of Anti-Social Behaviours within the accommodation, ensuring early and effective interventions are delivered working collaboratively with colleagues in Housing Options
* Carrying out regular Property Inspections to ensure Properties are maintained to the Decent Homes Standard and required repairs are identified and reported.
* Ensuring Rental Income is received and monitored in line with council policies.
* To provide data in line with funding requirements and to identify gaps in provision to shape future bids and services.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Knowledge of working with people experiencing homelessness
  2. Experience of managing a caseload.
  3. Experience of developing strong relationships with people
  4. Working knowledge of maintaining databases to record information precisely
  5. Knowledge and understanding of the importance of equal opportunities.
  6. Experience of working in a customer facing environment and giving information or advice.
  7. Experience of completing Needs & Risk Assessments, and Person-Centred Support Plans
  8. Experience of working collaboratively, communicating effectively, and building strong relationships with Partner Organisations
  9. An understanding and knowledge of:
* Welfare Rights
* Mental Health Issues
* Offending/Criminal Justice System
* Drug and Alcohol Misuse
* Safeguarding requirements
* Tenancy and Property Management
  1. Experience of working with individuals who have a history of Homelessness or Rough Sleeping
  2. Experience of building trust and rapport with clients/individuals

1. **Qualifications & Skills**

**Essential**

* 1. Good standard of education including English and Maths
  2. Excellent IT skills including Microsoft Word and Excel.
  3. Good standard of verbal and written communication skills.
  4. Active listening skills, ability to communicate and negotiate clearly, explaining complex ideas simply and clearly.
  5. Able to deal with difficult situations.
  6. Works positively in a team environment, as well as having the ability to work alone whilst achieving strategic outcomes.
  7. Ability to build effective relationships with clients, colleagues and external stakeholders and agencies.
  8. To be self-motivated and organised to meet short deadlines.
  9. Effectively manage databases using excellent and accurate record keeping skills.
  10. The ability to innovate and identify service improvements.
  11. Ability to work under pressure.
  12. Able to work effectively as part of a team.
  13. Able to remain calm in challenging situations.
  14. Able to maintain confidentiality.
  15. The ability to respond appropriately and effectively when faced with challenging or aggressive behaviour.
  16. The ability to communicate information effectively, both verbally and in writing, to clients, co-workers, and external agencies.
  17. The ability to provide a fully sensitive and responsive service to clients and to work effectively with people who have a history of homelessness.

1. **Personal Qualities and Attributes**
   1. The ability to be empathetic, approachable and supportive. Always maintaining a non-judgemental attitude.
   2. Builds trust and maintains confidentiality.
   3. The ability to advocate and negotiate for clients.
   4. Adaptable to all situations and the ability to modify delivery to meet the needs of the audience.
   5. Supports and demonstrates an awareness of the Council’s equal opportunities policy, along with the ability to challenge bad practises or behaviours.
   6. Is resilient and reacts calmly in pressurised situations.
   7. The ability to look positively for solutions.
   8. Advises, guides and persuades others.
   9. Ability to work affectively within a team.
   10. Uses initiative to make decisions and suggestions.
   11. Has a flexible approach and a strong commitment to achieving results.
2. **Behaviours**
   1. Effective and open communication.
   2. Work together.
   3. Taking Personal Responsibility.
   4. Putting Great Yarmouth first.
   5. Respecting others.
   6. Embracing change.
3. **Additional requirements**
   1. Basic DBS Check