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| New RDC Logo colour.JPG | Job Description and Person Specification |

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| **Job Title** | Housing Support Officer (Tara Park) |
| **Department** | Housing Services |
| **Reporting to** | Housing Support Scheme Manager |
| **Grade** | 4 |

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| **Job Purpose** |
| * To meet corporate and local delivery strategic objectives by assisting in the development and delivery of the housing team service.
* Provide a good quality support service to residents at Tara Park (Gypsy and Traveller Site).
* Work closely with Housing Officer (Tara Park) on providing tailored support plans and liaise with residents in order to ensure access to generic and specialised support is provided.
* To provide a responsive and confidential client based support service to all residents where appropriate.
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| **Job Context** |
| * Adhere to confidentiality and work within professional boundaries unless there is a safeguarding or public safety issue.
* To work positively, professionally and constructively with partner agencies providing specialist services to clients and representing the Council at Multi- agency meetings.
* Ensuring that duties are carried out with full regard to the Council’s policies, including Equal Opportunities, Health and Safety and Information Governance.
* The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.
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| **Operational Duties** |
| * To engage with residents on a regular basis to enable them to maintain the site agreement.
* Attend meetings in relation to developing access to services for the community.
* Work closely with the Housing officer to enable residents to understand the requirements of living on the site.
* Access emergency payments and liaise with charities that provide household essentials.
* Support clients to access Universal Credit and maintain their Universal Credit journal and maximise income.
* Assist residents to apply for Housing benefit if appropriate.
* Accompany clients to appointments if appropriate to maintain their pitch. This may include transporting them to or from medical or hospital appointment because of the service users’ age, illness or disability.
* Encourage clients to pay their housing costs and other priority debts and work with the Housing Officer to set up payment plans when needed.
* Ensuring the Housing Officer is made aware of repairs needed on the site.
* To work with external agencies to assist clients to access employment and training opportunities.
* To work with early help, education and family support services to improve educational outcomes for children living on the site.
* To support residents to access health provision to improve the mental and physical health outcomes for people living on site.
* To work in partnership with the Living Well Team and Adult social care to support adult vulnerable residents.
* To work with NYCC Stronger Communities, RDC Communities Team and the Voluntary and Community sector to ensure residents can access and develop services and that service design is supported to reflect the needs of residents.
* Encourage clients to engage with specialist debt advice if appropriate and seek to maximise household income by applying for benefits and charity payments to address rent arrears.
* Encourage clients to participate in the life of the wider community i.e. voluntary work etc.
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| **Creativity and Innovation** |
| * Supporting the continuous improvement of services within the post holder’s work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.
* Network, develop and maintain positive relationships with relevant external, agencies and community resources to promote and market the service as appropriate and as directed by managers.
* Research and attend relevant training appropriate for development.
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| **Contacts and Relationships** |
| * Liaise regularly with officers within the wider housing team at Ryedale District Council.
* Liaise closely with Social Care and other services as and when required.
* Liaise with North Yorkshire Horizons and the community mental health team and accompany clients when needed to appointments.
* Liaise regularly with Senior Officers regarding the progress and engagement of clients. Work with the benefits department and housing officers to enable residents to apply for Discretionary Housing Payments where appropriate and take part in decision making meetings in order to reduce arrears.
* Liaise with colleagues in relation to community safety issues.
* Ensure effective working links are made and maintained with local training providers and landlords in the community.
* To work with external agencies such as Probation, DWP, North Yorkshire Horizons, health services including mental health team, NYLAF, Living Well private landlords and social housing providers to support and enable clients to engage with specialist services and encourage there to attend appointments
* Make quick decisions and deal with aggressive and volatile behaviour and ensure clients are dealt with in calm and empathetic manner.
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| **Project and Programme Management** |
| * Work with residents to progress tasks on support plans.
* Contribute to the development and implementation of service developments.
* Provide updates as and when required to Senior Officers regarding support delivered to the residents.
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| **Information Management and Performance Reporting** |
| Responsible for*:** Maintain fully accurate and comprehensive records for each resident and ensure that these are held securely in order to maintain confidentiality.
* Submit intelligence to the police to help combat/prevent crime.
* Assist to collect customer satisfaction information as required.
* Report any concerns to Children or Adult Social Care and attend strategy meetings as required.
* Ensure safeguarding referrals are submitted when appropriate for residents within a timely manner and respond to any enquires from the safeguarding team immediately.
* Report major incidents to Senior Officer immediately and assist in providing detailed information to submit within specific time scale.

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NB The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post, as directed by line management or their representative

**Requirements of the Post**

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|  | **Essential** | **Desirable** |
| **Qualifications / Training** | * Good general educational standard with GCSE or equivalent in Maths and English
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| **Knowledge** | * Awareness of safeguarding responsibilities.
* Basic knowledge of welfare benefits system
 | * Good knowledge of Ryedale and local amenities on offer
* Good knowledge of other agencies working within the town
* Good knowledge of current housing issues affecting local people
* Basic understanding of health and safety requirements
* Knowledge of how social housing system works in the district
* Knowledge of the needs of the Gypsy and Traveller community
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| **Experience** | * Experience of providing support to enable people to maintain accommodation
 | * Able to work independently without close supervision
* Experience of working with people who are can often be disadvantaged
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| **Occupational Skills** | * Able to arrange and prioritise own workload
* Good interpersonal skills / able to communicate verbally and in writing
 | * The ability to encourage customers to take responsibility for appropriate actions on support plans
* Good networking skills
* Adaptable/flexible/innovative/creative
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| **Character** | * Emotional resilience and ability to deal effectively with challenging situations
* Motivated individual who can adapt quickly to change and work on own initiative
* Able to maintain a good working relationship with clients, colleagues and staff from other agencies
 | * Commitment to continuous personal development
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| **Other** | * Ability to facilitate own travel around the district to visit customers and attend meetings
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