

ROLE **PROFILE**

JOB TITLE: Homelessness Prevention Worker
REPORTING TO: Homelessness Prevention Services
Management Team
TEAM: Housing Managed Contract (forfutures)

JOB OVERVIEW

To prevent homelessness by supporting customers who are at risk of losing their home to achieve positive outcomes through regular support planning, support delivery and review sessions.

To provide advice, guidance and information to prevent homelessness.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

Service delivery:

- Maintain and manage a caseload of customers with varied needs who are at risk of losing their home, producing person centred support plans to achieve positive outcomes and prevent homelessness
- To undertake regular needs and risk reviews and create risk management and support plans with the customer
- Offer a range of interventions, including 1-1 support / home visits, crisis work, telephone support, office-

based appointment, and drop-in sessions.

- To liaise with various agencies and partners in relation to the customers housing situation to prevent homelessness
- Advocating for customers if required to ensure all housing offers and opportunities have been assessed and considered
- In collaboration with colleagues, encourage customers to improve their life skills through engagement in activities and other opportunities
- Facilitate the delivery of the Advice & Information hubs across the borough providing advice and guidance to the customers
- Accompanying customers to interviews and appointments whilst encouraging customers to represent themselves, advocating where appropriate
- Provide basic advice, assistance or signposting to customers on a range of subjects including benefits, housing issues, anti-social behaviour, domestic abuse, offending, substance misuse, mental health or learning disabilities
- To work with customers to identify support needs which can be met by other agencies, to make referrals to specialist agencies, and develop appropriate casework links with such agencies in relation to customer's plans.
- In collaboration with the Customer Engagement Officer, encourage and facilitate customer involvement ensuring that the customer voice influences service delivery and standards
- Work collaboratively with the Change Co-ordinator in enabling customers to understand the impact and consequences of the decisions they make and the actions they take
- To work within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding children and vulnerable adults

Service Excellence

- Ensuring all systems are fully utilised and updated in line with processes, and any relevant paperwork is completed as required.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.
- Contribute to statistical data being produced, maintained, analysed, interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.
- To positively promote and market the Service where appropriate.

Partnerships:

- Work closely with Cheshire West and Chester Council Housing Options Team in supporting customers to address their needs and complete actions within their personal housing plans.
- To attend multi agency meetings as appropriate, representing the forfutures service in relation to a customer's homelessness situation
- Pro-actively work with partners, agencies, housing providers, Local Authorities, community groups and charities ensuring positive working relationships.
- Work in partnership with internal colleagues within forfutures and the wider group to deliver excellent service

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> NVQ Level 2/3 in Social Care or equivalent Safeguarding Knowledge of Homelessness legislation and practice Driving licence and access to a vehicle 	AF/QC AF/QC/I AF/QC AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of providing care and/or support services within a social care setting (supported housing, care, nursing, residential) Experience of working with vulnerable adults An understanding of the support needs and the issues facing our customers 	AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> Change management Communication Positive relationships Solution focussed Team player 	AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> Flexible Resilient Innovative Empathetic 	AF/I AF/I AF/I AF/I

YOU'RE THE **DIFFERENCE**

In partnership with

