

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	
Post Title:	Rough Sleeper Solutions Officer
Unit/Team:	Housing Advice and Benefits Team
Grade:	Grade E
Service:	Communities and Homes
Reports to:	Team Supervisor (Outreach)
Issue Date:	May 2022

PURPOSE OF THE JOB

The team consists of six main areas of activity;

- Outreach work with those who are rough sleeping or at risk of rough sleeping, in hospital and require support to return home
- Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage
- Administering applications from residents approaching the Council as homeless or threatened with homelessness.
- The provision of temporary accommodation including the provision of private sector leased accommodation.
- Determining applications to join the Council's Housing Waiting List
- Administering applications for Housing Benefit, Council Tax Reduction, Discretionary awards and providing financial advice and support to clients

The purpose of this role

To assertively reduce rough sleeping in Rugby Borough by engaging with entrenched rough sleepers and those new to rough sleeping. To work collaboratively with partners to deliver the Rugby Housing Pathway and to meet the complex needs of this vulnerable group.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1.1 Housing Advice and Support

- 1.1.1 To work with entrenched rough sleepers and those new to rough sleeping to support them to move from street rough sleeping into Rugby Pathway (or similar accommodation and then onto more settled accommodation).
- 1.1.2 To manage residents of the Rugby Housing Pathway and other accommodation used for rough sleepers addressing any issues that may arise (including breaches of licences conditions, ASB, etc)
- 1.1.3 To provide support and guidance to clients to enable them to maintain their tenancy (payment of rent, bills, maintaining their accommodation)
- 1.1.4 To report to appropriate teams where repairs are required to properties in accordance with council procedures
- 1.1.4 To support clients into introductory and Secure tenancies at appropriate times

1.2 Personal Support

- 1.2.1 To develop Personal Housing and Wellbeing Plans, identifying additional support required to address underlying issues leading to rough sleeping.
- 1.2.2 Refer clients to appropriate support providers to address underlying support needs
- 1.2.3 Maintain regular contact with clients to provide ongoing support to maintain their tenancy.
- 1.2.4 To support clients into work or work focused training as appropriate.

1.3 Financial Advice and Support

- 1.3.1 Completion of forms in respect of Housing Benefit, Universal Credit, Council Tax Reduction and discretionary/charitable sources of funding.
- 1.3.2 Assisting with budgetary support and referring to appropriate agencies where more in-depth support is required.
- 1.3.3 Monitoring or rent accounts and supporting clients to ensure rent accounts are up to date, providing additional support as required.

1.4 Service Delivery and Improvement

- 1.4.1 To work across the Housing Advice and Benefits Team and wider Communities and Homes Service to ensure that services are robust, harmonious, and meet the needs of clients

- 1.4.2 To work with the Team Supervisors to ensure that there is a holistic approach to service delivery putting the client at the centre of what we deliver.
- 1.4.3 To provide timely and robust key-performance data to identify blockages to service delivery at an early stage.
- 1.4.4 To create a culture of continuous improvement within the team, with all team members involved and responsible for taking the service forward.
- 1.4.5 To be innovative and creative with trialling new ways of delivering a service that meets the needs of clients.
- 1.4.6 Actively contribute to the future development of the service
- 1.4.7 Working with others across the Communities and Homes Service to make best use of IT solutions to assist the work of the team, ensuring it meets our needs and the needs of clients.
- 1.4.8 To integrate equal opportunities and anti-discriminatory practices into all aspects of the post and in particular, work with disadvantaged groups and socially excluded communities to increase resident activity and involvement.

1.5 External Relations

- 1.5.1 Promote new and strengthen existing partnerships in order to publicise the service and improve services to clients.
- 1.5.2 Represent the Council at meetings with internal departments and external organisations
- 1.5.3 Arrange and attend case conferences involving other agencies and statutory bodies.
- 1.5.4 To represent the Council at Tribunal and Court as and when required.

1.6 Development of Self and Others

- 1.6.1 To ensure that you are up to date with legislation and best practices for the service area.
- 1.6.2 To demonstrate vision and commitment to delivery of the service.
- 1.6.3 To take responsibility for identifying your own development and training requirements (technical and interpersonal skills based)
- 1.6.4 To strive for continuous improvement of yourself and the team
- 1.6.5 To actively engage in the 1:1 Support and Supervision Meeting

1.8 Customer Care

Ensure that the Council's "CANDO" values, Equality and Diversity policies are embedded in service delivery.

2 OTHER DUTIES AND RESPONSIBILITIES

Any other reasonable duties as requested by your manager, in line with individual skills and knowledge, including one off projects

3. SUPERVISORY RESPONSIBILITIES

Coaching of less experienced members of the team

4. FINANCIAL RESPONSIBILITIES

Responsible for protection of public funds through correct administration of the benefits system, allocation of housing and other financial assistance.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all clients

6. EXTENT OF PUBLIC CONTACT

- Residents
- The Police and Department for Families and Children.
- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

7.1 Office based with extensive out of office working.

7.2 There may be a requirement for some out of office hours working.

7.3 Travel to and from external training courses and meetings

7.4 You will be required to have a Basic Disclosure and Barring Service check

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council’s rules and follow all reasonable management requirements. These are contained within: The Council’s Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:	
Postholder	Date

PERSON SPECIFICATION



Post: Rough Sleeper Solutions Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of working with rough sleepers in a support-based environment.	E	A/I
A good working knowledge of the issues facing rough sleepers	E	A/I
A good working knowledge of the other agencies within Warwickshire that can provide support to this client group	E	A/I
Experience of working face to face with clients with a range of challenging behaviours	E	A/I
Experience of working with clients who have previously disengaged from advice-based support.	E	A/I
A good understanding of the importance of confidentiality, safe practice, safeguarding, anti-discriminatory practice and equal opportunity	E	A/I
The ability to work well within a team and under own initiative and of maintaining professional boundaries with customers and partner agencies	E	A/I
Ability to work in partnership, network, influence, problem solve, overcome barriers and apply solution focused approaches	E	A/I
A good standard of education to enable the creation of letters undertaking basic arithmetic and comprehensive record keeping	E	A/I
Experience of using IT systems to input and retrieve information accurately	E	A/I
Full driving license and access to a vehicle to undertake home visits across the Borough.	E	A

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D