

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: AFEO (Accommodation for Ex-offenders) Housing Navigator	Grade: PO1
Section: Homeless Prevention and Solutions (Wandsworth)	Directorate: Housing and Regeneration
Responsible to following manager: Deputy Homeless Prevention and Solutions Manager	Responsible for following staff: None
Post Number/s:	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To work with prison leavers and ex-offenders to assess and determine the Council's housing duty under the Homelessness Reduction Act 2017 and develop housing pathways as part of the Wandsworth homelessness service.

To develop strong partnership working between the Council and HMPPS partners, with a particular focus on improving duty to refer and joint working arrangements and work with private landlords to secure private rented tenancies for ex-offenders and prison leavers

Specific Duties and Responsibilities

- i. Develop housing pathway protocols with Probation, prisons, Community Accommodation Service (CAS) accommodation service providers for ex-offenders including prison leavers, with the objective of setting a clear pathway out of CAS 3 accommodation and managing the housing expectations of colleagues and clients.
- ii. Act as a single point of contact for agencies working with prison leavers on their release from prison and ex-offenders leaving CAS accommodation, to provide advice on housing options and receive referrals into the AFEO housing pathway.
- iii. Meet regularly with Probation and prisons, particularly the prisons which make the most frequent referrals, to understand the pipeline of prison leavers and ex-offenders leaving CAS accommodation.
- iv. Develop effective joint working arrangements with partner agencies including providing briefings, attending team meetings and delivering training for staff working directly with ex-offenders, with the objective of encouraging early referrals into the AFEO scheme and building relationships with staff and clients at an early stage to manage expectations and an understanding of the needs of the clients.
- v. Manage expectations of the AFEO pathway, ensuring clients not suitable for AFEO are referred to the Duty Homeless Manager for assessment via the mainstream homeless prevention and solutions service.
- vi. Work intensively with cases accepted on to the AFEO pathway, completing an assessment of housing need in line with the Council's homelessness duties, ensuring risk assessments are received to inform the pathway planning and PHP and manage expectations.
- vii. Using the Council's IT systems, maintain accurate and comprehensive data recording and keep caseloads under review.
- viii. Liaise with private landlords to build confidence in offering tenancies to ex-offenders and attend accompanied viewings. Assist with the practicalities of moving into a new tenancy such as arranging essential furnishings and setting up utility and council tax accounts.
- ix. Provide a tenancy sustainment safety net in the event that clients experience a crisis that puts them at risk of homelessness during the term of their tenancy

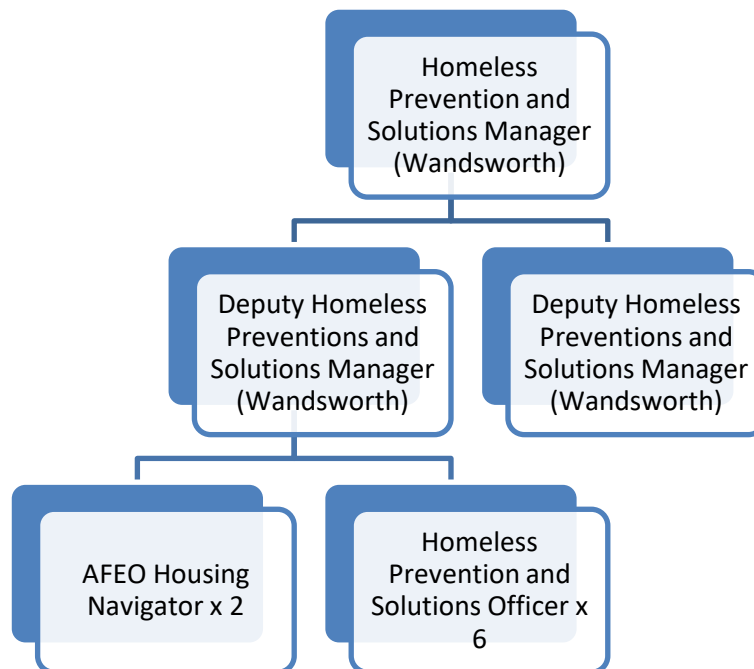
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure



Person Specification

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Responsible to: Deputy Homeless Prevention and Solutions Manager	Responsible for: None
Post Number/s:	Last Review Date:

Our Values

THINK BIGGER
EMBRACE DIFFERENCE
CONNECT BETTER
LEAD BY EXAMPLE
PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of relevant Homelessness and Housing Act legislation including security of tenure and private tenants' rights		Y	A/I
Knowledge of relevant Codes of Guidance		Y	A/I
A good knowledge of services, benefits and support available to applicants experiencing or at risk of homelessness	Y		A/i
Experience	Essential	Desirable	Assessed
Working with ex-offenders or prison leavers		Y	A/I
Experience of effective record keeping, including electronically held information	Y		

Experience of working with people who are homeless or in other stressful situations	Y		A/I
Experience of carrying out interviews, investigations, negotiations	Y		A/I
Experience of working successfully to performance targets and deadlines	Y		A/I
			A/I
Skills	Essential	Desirable	Assessed
To be able to have honest conversations with client about their housing options and support their decision making while managing expectations		Y	A/I
Excellent interpersonal skills including active listening and negotiating	Y		A/I
Excellent communication skills including the ability to write detailed case notes and technical letters	Y		A/I
Ability to work unsupervised, prioritise workloads and achieve targets and deadlines	Y		A/I
Ability to gather information and interpret complex issues eg. Case law and legislation quickly, to think creatively about problems and identify solutions		Y	A/I
Ability to work effectively with people from diverse backgrounds and circumstances.	Y		A/I
Qualifications	Essential	Desirable	Assessed
Minimum of 2 A Level grade C and above or equivalent	Y		A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate