**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Children’s Services Housing Officer | **Grade**:  PO2 |
| **Section:**  Based in the Children’s Services MASH | **Directorate:**  Housing and Regeneration Directorate |
| **Responsible to following manager:**  MASH Team Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:**  1 | **Last review date:**  N/A |

**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**

Budgetary funding for the Housing Officer Post will remain within the Housing and Regeneration Directorate but the postholder will be based in the Integrated Front Door to Children’s Services as part of the Initial Response Team in MASH. MASH is a multi-agency team that sit at the front door to Children’s targeted and specialist services. As a part of this specialist team the postholder will provide their knowledge and expertise on housing issues that are affecting the lives of children who are at risk of harm or need targeted support. This postholder will liaise with Housing officers to ensure the most up to date information about a family’s housing situation, where they are living in the boroughs local authority stock is known and that relevant housing advice and support is given to practitioners in the Integrated Front Door. The role will link with the Housing and Regeneration Departments Children’s Safeguarding Policy lead to ensure practices and procedures such as the Joint Working Protocol are embedded across both services to ensure the best possible outcome for families.

**Specific Duties and Responsibilities**

* To act as link between the housing policy children safeguarding lead and the Integrated Front Door to Children’s Services and provide advice and information to children services staff working as part of the Integrated Front Door Service.
* To be the lead officer for Housing in the MASH team. To include completing daily MASH checks, liaising with appropriate housing officers, and attending daily MASH meetings as required to provide advice on housing matters and contribute to decision making around thresholds.
* To link with the housing policy team to ensure that they are kept up to date on all housing related procedures and processes.
* To establish good working relationships with the financial inclusion and benefit teams to source advice on benefit and debt matters to support families in managing debt.
* Provide general advice on housing related matters and ensure that the right housing officers are involved in any case work undertaken. Where specific legal cases arise ensure information is being shared as per the joint working arrangements.
* Embed the Joint Working Protocol between Housing and Children’s Services into working practices to ensure both departments follow the agreed working arrangements set out, including escalation policies where responses are not received within agreed timeframes. To liaise with the Housing Policy and Performance Team when amendments are required.
* To support the Initial Contact Workers and Keep in Touch workers to increase their knowledge and understanding of housing issues, for example through organising training, so that they can answer general housing queries or signpost families to appropriate support services.
* Set up regular drop-in sessions for social workers and early help practitioners to provide advice on housing issues for families they are working with.

**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**

For the current structure please go to The Loop.

The MASH Housing officer will be a member of the multi-agency safeguarding hub (MASH) co-located with the team in the Town Hall Extension (Floor 2).

The MASH Housing Officer will report to the MASH: Team Manager and be supervised by the Team Manager. The successful applicant will have a professional line back into the Housing Department to ensure continued professional development.

**Person Specification**

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| **Job Title:** Children’s Services Housing Officer | **Grade**: PO2 |
| **Section:**  Based in the Children’s Services MASH | **Directorate:** Housing and Regeneration Directorate |
| **Responsible to:** MASH Team Manager | **Responsible for:** N/A |
| **Post Number/s:** 1 | **Last Review Date:** N/A |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge** | |
| A good knowledge of the social housing sector including an understanding of housing statute and policy and how this is applied by councils. | A&I |
| Knowledge of local authority housing services and their delivery including housing advice and homelessness and housing management. | A&I |
| A broad understanding/awareness of the range of services provided by local councils including adult social services and children’s services. | A&I |
| **Experience** | |
| Substantial experience of working in the social housing field. | A&I |
| Ability to demonstrate a good understanding of customer care in relation to this post. | A&I |
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| Experience of working with vulnerable households and providing support and assistance to improve outcomes. | A&I |
| Experience of working effectively as part of a multi-agency team. | A&I |
| **Skills** | |
| Ability to organise and prioritise own workload, to work under pressure and meet deadlines. | A&I |
| Ability to handle confidential or sensitive information, together with an understanding of data protection requirements. | A&I |
| Good working knowledge of using standard IT packages including Microsoft packages. Able to maintain a range of different record keeping systems. | A&I |
| **Qualifications** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**