

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Rough Sleeper Tenancy Sustainment Support Worker	<b>Grade:</b> PO1
<b>Section:</b> Resettlement & Homeless Prevention Team	<b>Directorate:</b> Housing & Regeneration
<b>Responsible to following manager:</b>	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> 2	<b>Last review date:</b> 21/09/20

#### 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 provide practical and holistic support to service users who have been provided with accommodation following a history of rough sleeping. The Rough Sleeper Tenancy Sustainment Support Worker will assist service users to attain the skills required to successfully maintain a tenancy and to live independently in the community.

#### Specific Duties and Responsibilities

1. To maintain a caseload of service users (including those who sometimes exhibit aggressive and challenging behaviour) who have a history of rough sleeping.
2. To carry out an assessment of need with each new client referred to establish and develop an appropriate plan of support.

3. Accompany service users to view potential properties which have been identified and assess the property to ensure it will meet their needs. To be present and provide support at the signing of a tenancy agreement to ensure the service users fully understand their responsibilities as a new tenant.
4. Assist service users to purchase furniture, white goods and essential household items for their new homes. This will include sourcing grant funding from local and national charities.
5. Help, support and assist the service user with all of the practical aspects of moving and setting up a new home. This will include arranging removals, assisting with packing belongings in some cases and setting up utilities accounts.
6. Enhance service users skills and knowledge around budgeting required to ensure they can maintain a tenancy and ensuring they meet their responsibilities as a tenant, eg: setting up payment plans for utility bills.
7. To provide in-depth advice and information to service users on topics such as welfare benefits (including making applications where relevant), education, employment and accessing other services.
8. To carry out regular welfare visits to monitor progress and to provide ongoing support for a minimum period of 3 months post tenancy start date.
9. Liaise with internal and external agencies and teams to signpost service users when additional support is identified and required, eg: drug & alcohol services.
10. Liaise with landlords and other agencies to assist and support to resolve tenancy related issues if and when they arise.

### **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**

Team Manager

Deputy Manager

5 x Resettlement & Homeless Prevention Officers

1 x Admin Officer

## Person Specification

<b>Job Title:</b> Rough Sleeper Tenancy Sustainment Support Worker	<b>Grade:</b> PO1
<b>Section:</b> Resettlement & Homeless Prevention Team	<b>Directorate:</b> HRD
<b>Responsible to:</b>	<b>Responsible for:</b>
<b>Post Number/s:</b>	<b>Last Review Date:</b>

### 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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Welfare benefits system (preferable)	I
<b>Experience</b>	
Working with vulnerable service users	A/I
<b>Skills</b>	
To be able to work with challenging clients with a range of complex needs	A/I
To be able to display patience, empathy and understanding	I

<b>Qualifications</b>	
N/A	

- A – Application form / CV
- I – Interview
- T – Test
- C - Certificate