

Job Title: Senior Supported Housing Officer

Location: Corby

Hours: 35 hours per week, negotiable.

Salary: £26,500 pro rata.

Job Description

Encompass are excited to be partnering with North Northamptonshire Council to open a new Supported Accommodation Project in Corby. This Project will offer supported accommodation to those experiencing homelessness and have multiple complex needs.

Residents will stay with us for up to 2 years, receiving a high level of support from staff to overcome identified barriers, not only with housing but in all areas of their lives. The project will provide a safe, secure environment where residents can thrive, achieve positive outcomes, recover from their experience of homelessness and transition into sustainable housing. We work in a person centred, strengths based and trauma informed way in all that we do.

This is a new role within the Encompass team and will be key in providing holistic, intensive support to residents and developing trusting relationships with a challenging clientele. You will have responsibility for case management with a number of residents, completing needs assessments, overseeing progress and delivering tailored support as they address barriers.

You will need to be able to constructively challenge residents, make difficult decisions and be proactive in engaging residents in the support we provide.

Our residents consist of those experiencing Multiple Exclusion Homelessness and require intensive support. They are individuals with high complex support needs, including entrenched rough sleepers, individuals with a drug/alcohol dependence, those suffering from mental ill health, those with physical disabilities, rough sleepers with no resource to public funds or ex-offenders or individuals at risk of offending.

You will possess a skill set which enables you to deliver tailored long term support to these residents, leading them to identify and address the barriers they face. Your background could be in Mental Health, Addiction, Housing, working with offenders or other relevant support services.

You will work with the wider staff team to deliver a quality housing service and support residents to transform their lives.

The role will work closely with the council housing options team to move individuals into permanent accommodation. It may involve continuing to support an individual for a set period after they have left the project to ensure they maintain their future tenancy.

This role will also involve promoting the work of the project to potential supporters, volunteers, and partners. This could involve attending meetings, recruiting volunteers, sharing our work on social media, liaising with funders and identifying funding opportunities. The role will also ensure external partners and supporters remain up to date with our work and successes.

This is an opportunity to join a brilliant, enthusiastic team, and to be part of a brand new project which is unique within North Northamptonshire.

Service delivery and Housing Management

- Contribute to the day to day running of the project in collaboration with the wider team
- Oversee pathway plans with residents and work with other team members to overcome identified barriers
- Proactively assist residents to overcome any barriers to their own independent living and support the development of individuals so they can move into their own sustained tenancy
- Empower and motivate individuals using a person-centered, strengths based approach
- Work in a trauma informed way with the residents and provide leadership to colleagues to drive quality in this area
- Oversee a residents pathway throughout their time in the project, identifying barriers, planning and delivering interventions and preparing a resident for move on to independent living
- In collaboration with the wider team of staff, implement meaningful activities and opportunities for residents and engage
- Oversee assessments, inductions and risk assessments of new residents
- To assertively and effectively manage conflict and anti-social behavior
- To deal with service user's complaints and to resolve conflicts between users sensitively and effectively
- Deliver interventions and hold responsibility for key decisions about a resident's journey
- Facilitate client engagement with external agencies in response to identified needs
- Manage client's expectations and understanding of the service provision
- Obtain and use feedback gathered from clients to improve service delivery
- With other team members, ensure that all case work, records and relevant notes are properly recorded.

Administration

- Collate and complete reports and statistics as required
- Build positive and constructive relationships with external agencies to the benefit of the client and the project
- Promote the work of the project externally, including volunteer recruitment
- Adhere to income and expenditure processes and record keeping

General

- Represent Encompass positively, promoting the needs of clients and the wider work of the charity at meetings and events as required
- Identify opportunities and share ideas, as well as being open to ideas and feedback
- Work within all policies and procedures and champion these with peers
- Remain up to date with relevant changes locally around housing and legislative updates as necessary
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Ensure all services are free from judgement, bias and are delivered to promote the best interests of the clients
- Maintain clear and consistent boundaries, confidentiality, and professionalism
- Work with the wider teams of the charity to ensure a holistic and informed approach
- To attend meetings and training as required
- To work closely with other staff, volunteers and across other projects for best practice
- Such other duties as the management may require from time to time
- The role will attend meetings and events outside of working hours on occasion, so some flexibility is required
- You may be asked to travel to other locations of the Charity to either contribute or provide cover and support, or to attending meetings
- To adhere to Encompass values and code of conduct

The above is not a comprehensive task list but is illustrative of what the role will entail, and we reserve the right to change and review the job description and responsibilities. Job descriptions will be subject to review and possible change on an annual basis subject to project and charity priorities.

To apply:

We are reviewing applications on a rolling basis so please apply as soon as possible.

Interview date: TBC

To apply, please send your cv and a supporting statement outlining how you fit the person specification and have experience required for the job description. Please email these to amy.byfield@encompasscharity.org.uk

For more information, please email Amy on amy.byfield@encompasscharity.org.uk or call 01933 733001

Person Specification

Criteria	Essential	Desirable
Experience of working with those who are homeless, rough sleepers or in supported accommodation	✓	
Experience of working within a homelessness, housing management or supported accommodation environment		✓
Experience of working with individuals with multiple complex needs and supporting them to make changes and overcome barriers. i.e. within contexts such as addiction, mental health or offending services.	✓	
Experience of working with multiple agencies to support clients	✓	
Experience of casework management	✓	
Experience of managing external relationships, including volunteers, stakeholders, partners and supporters		✓
Knowledge		
Knowledge of legislation surrounding homelessness and supported accommodation	✓	
Knowledge of local Housing, Mental Health, Addiction or Offending services and the services they offer	✓	
Knowledge of the benefits system and the work of the job centre, debt and advice services	✓	
Knowledge of safeguarding of vulnerable adults	✓	
Knowledge of GDPR and best practice relating to data protection		✓
Knowledge of person centred and strength-based approaches		✓
Knowledge of trauma informed care and psychologically informed environments		✓
Skills		
Computer literate and able to work with a database and Microsoft office	✓	
Able to make difficult decisions and have relevant conversations around these	✓	
Emotional resilience to deal with longer term or repeat clients	✓	
Able to adapt style and approach based on individual needs	✓	
Able to facilitate constructive discussions with various parties	✓	
Able to clearly implement and maintain boundaries with clients	✓	
Able to communicate effectively, both verbally and in writing	✓	
Able to work creatively and innovatively, overcoming challenges and identifying solutions	✓	
Other		
Enhanced Adult workforce DBS (can be applied for upon successful application)	✓	
Two references	✓	

