



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
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<b>Job title:</b>	TST Move On Caseworker
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	TST North
<b>Responsible to:</b>	Team Manager (Move On)
<b>Responsible for:</b>	N/A

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## Job purpose



The TST Move-On Caseworker plays a fundamental role within the TST service, supporting former rough sleepers to move on from Clearing House properties where they are supported in their Assured Shorthold Tenancies (AST's) for 2 years, before moving into independent accommodation. The main Move-on pathway from Clearing House accommodation is Private Rented Sector housing (PRS), although there is limited move on options through registered social landlords. The Move-on Caseworker works with TST caseworkers to prepare clients for Move-on, holds a caseload of clients who they'll progress move on opportunities for, and delivers tenancy training and resettlement support to increase a client's likelihood of sustaining independent accommodation.

Examples of work to progress clients' move on include facilitating housing applications and registration, and supporting with bidding for / viewing and sign up into move on properties. The Move-on caseworker will balance priorities to identify suitable properties to best meet clients' needs, understand and advise on various options, processes and pathways to secure the best move on for each client, and ensure all is in place to provide a smooth transition on to independent living. This includes practical resettlement support such as booking removals, applying for grants for essential household items, negotiating and advocating with landlords on behalf of clients and ensuring external support networks are in place.

In conjunction with SHP's Private Rented Sector team (PRS), the Move-on worker will broker relationships with landlords who provide a good standard of accommodation at affordable rents. The Move-on worker will support positive engagement between landlords and SHP clients, to facilitate a smooth transition into the new home, and will take the lead on ensuring that a suitability assessment is completed before the move and that the client is resettled effectively. The Move-on caseworker will build relationships and advocate for the TST Move-on service to new landlords and Housing Providers.

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## Key accountabilities

### Assessment and Move-on Planning

- To undertake comprehensive assessments that lead to strengths-based, co-produced and timebound Move-on Plans for clients.
- To hold a caseload of Move-on clients and actively review the progress of each client to ensure positive Move-on from the service.
- To assist resettled clients in making successful claims for welfare benefits, including Housing Benefit / Universal Credit and Council Tax Support where necessary, and ensure they are maximising their income.
- To provide brief intervention support to clients on the Move-on caseload.
- To attend property viewings and tenancy sign-ups, ensuring that clients are equally empowered and supported through the move-on and resettlement process.
- Lead on all move on options to efficiently meet the needs for individuals who are ready or need to move on.
- To support the team manager in ensuring that the short-term nature of the Clearing House offer is understood across the service, and to promote referrals into the Move-on Cohort.
- To proactively work with clients throughout their support with TST to advise on move-on options and promote engagement with preparing for move-on.
- To instigate an evidenced multi-agency approach to Move-on, engaging the registered housing provider where additional support is needed.

### Procurement of Accommodation

- To assist in sourcing Private Rented Sector Accommodation for the service including building and maintaining relationships with letting agents and landlords.
- To develop partnerships with a range of accommodation providers to meet the needs of the service and its client, including but not limited to supported housing providers, social/registered landlords and other third sector providers.
- To ensure that all procured accommodation complies with relevant health and safety and building control regulations.
- Maintaining a up to date and current knowledge of changes in legislation relevant to local authority housing assistance, welfare reform and other key areas that impact on our clients' lives.

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## Developing and Maintaining ongoing relationships

- Providing a point of contact for landlords to discuss concerns in relation to the way tenancies are being conducted and advocating on behalf of both Landlord and client according to where any responsibility for tenure breach sits.
- To work effectively with SHP TST team to ensure clients referred to the service are suitable for move on and where not, why this is the case.
- To provide point of contact and light touch support to clients for 3 months post move on.

## Tenancy Sustainment

- To ensure that the properties being sourced are relevant for the client group through regular communication with the team.
- To ensure that all necessary support is in place to improve the chances of the client sustaining their tenancy including signposting and attending appointments if appropriate.
- To provide briefings and updates to SHP teams on the move-on service processes, facilitate drop-ins / workshops, and advising on preparing clients for independent living.

## Information Management

- Produce, maintain and record accurate, relevant and up to date information including recording all contacts with clients appropriately to promote effective service delivery and evaluation. Ensure recording systems are up to date for periodic service reviews and service development and that client information is recorded in line with the GDPR.
- To ensure the timely and effective recording of information required to evidence client outcomes, contacts and any other related Key Performance Indicators for the service.
- To comply with and follow any information management processes or procedures within SHP and externally if using partnership agencies databases/systems.
- To run reports and monitor data on SHP's client recording database to support, ensuring that the service is operating to its contracted Move-on requirements.

## Health and Safety

- To be aware of the roles and responsibilities and work in accordance with SHP's and legal guidance around health and safety at work.
- To take responsibility for the safe working of self and others, and ensure that local procedures around Lone Working and Fire Safety are followed.

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## Teamwork and personal development

- To be flexible, to share skills and knowledge with, and to support, colleagues both internally and externally.
- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- To take responsibility for personal on-going development and learning.

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- Experience, knowledge or understanding of building and maintaining relationships with landlords and lettings agents in the private rented sector and/or other types of housing provider.
- Experience, knowledge or understanding of delivering high quality, structured and time limited interventions to people who have experienced homelessness to enable them to sustain a tenancy.
- An up to date working knowledge of welfare benefits and reform and its relation to housing as well as a good understanding of tenure law. An ability to advise others as and when needed.

## **Skills and Abilities**

- Ability to co-ordinate the work of other people, services or agencies to get tasks completed on time and to specification.
- Ability to work in close partnership with external agencies and effectively liaise with a range of service providers or agencies to establish or improve services for clients.
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.