

Job Description and Person Specification

Job details

Job title: Rough Sleeper Accommodation Programme (RSAP) - Tenancy Support Worker

Grade: £33,366 - £35,235

Reports to: Rough Sleeper Coordinator

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

- To work across North Northamptonshire to provide support and assistance to rough sleepers placed within the Rough Sleeping Accommodation Programme (RSAP) to help them sustain their accommodation and not experience repeat homelessness
- Assist in the development of policies and procedures to ensure the Rough Sleeper Accommodation Programme is a success
- To positively promote the RSAP programme to partners and regularly report to the Rough Sleeper Coordinator on the progress of cases placed within RSAP accommodation
- Liaise effectively with a range of service providers to ensure that the appropriate services are available to service users to deliver a holistic multi-disciplinary package of specialist housing and related support services
- To work closely with colleagues and other agencies to identify and support those persons placed in accommodation to ensure specialist support is accessed to meet their individual needs

Principal responsibilities

Tenancy Support

- Ensure detailed Risk Assessments and Support Plans are completed initially with all service users of the Rough Sleeper Accommodation Programme (RSAP), by working closely with the Rough Sleeping and Housing Options Teams and regularly reviewed and updated as required.
- Engage with and build a professional and trusting relationship with service users by supporting with their transition into the RSAP accommodation effectively and ensuring all work is needs led and that professional boundaries and confidentiality are always maintained.

- Provide housing and related support to former rough sleepers accommodated under the RSAP programme to successfully maintain their accommodation and reduce the risk of repeat rough sleeping by ensuring that:
 - a. they have the basic skills required for independent living and maintaining their home and offer advice and support with any issues that may arise.
 - b. They claim all relevant benefits and take up opportunities for health improvement, training and employment, personal development, and community interaction.
 - c. They are encouraged to become independent and self-determined and assist them in reaching their full potential through facilitating access to support and treatment as required in relation to their needs

- Act as an advocate for service users when required and encourage the cohort to reach their full potential including helping individuals to realise their aspirations and support them to achieve this.

- Maintain an outcome monitoring database for planning, monitoring and developing the Rough Sleeper Accommodation Programme cases including recording interventions delivered and updating the Council's case management system as required.

- Assist in the design and delivery of the service to ensure that services respond appropriately to service user needs and identify any support requirements that are not currently able to be met locally and work towards meeting these.

- Utilise and work within the framework of the Council's policies to prevent and relieve rough sleeping, including the Homelessness Prevention Fund Policy, the Private Rented Sector Access Fund Policy and the Rough Sleeper Intervention Fund policy.

Partnership working

- Work closely with community groups, statutory agencies and other organisations and develop these links to assist in identifying and utilising the support services available locally for the programme.

- Attend meetings with the Rough Sleeping Team, partner agencies and service users as required to ensure support is accessible for the cohort in a timely manner.

- Work closely with Adult Social Care and other partners where former rough sleepers have experienced multiple exclusion homelessness to safeguard and meet their needs.

- Promote the use of, instigate and attend multi-agency case conferences for the residents of the Rough Sleeper Accommodation programme who have complex needs and/or a history of repeat homelessness or entrenched rough sleeping, and liaise with other services involved with the person's broader care plan, such as mental health services, social care, hospitals, their GP and welfare organisations.

Health and Safety

- Ensure that all work is carried out in conjunction with all corporate health and safety procedures and any concerns escalated to the Rough Sleeper Coordinator.

- Ensure that vulnerable adults are safeguarded from abuse and that all relevant procedures are followed as appropriate.

- Liaise as appropriate regarding the management and maintenance requirements of service users' homes.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold A Levels or demonstrate equivalent capability	Evidence of continuous professional development
Experience and Knowledge	Experience of working in a role that involves assessment, support planning, key working and advocacy with persons/groups requiring support	Knowledge and understanding of housing legislation and local service provision and pathways for mental health, substance misuse etc
Ability and Skills	<p>Excellent verbal communication skills and ability to adapt style when needed</p> <p>Good understanding of the issues concerning people with housing need and knowledge of relevant benefits and services</p> <p>The ability to work with vulnerable people in difficult situations and handle challenging behaviour</p> <p>Ability to form and develop good working relations with colleagues and service users and work effectively as part of a team</p> <p>Demonstrate good problem-solving skills including negotiating, influencing and conflict resolution skills</p> <p>Ability to work under own initiative and prioritise workload</p>	Evidence of effective partnership working skills

Attributes	Essential criteria	Desirable criteria
	Ability to manage, update and report using records related to the duties of the post	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Belief in the ability of service users to reach their full potential</p> <p>Full driving licence and access to a car for work</p> <p>Willing to work outside normal office hours as necessary</p>	