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| **Job Profile** |
| **Job Title** | **Senior Homelessness Transitions for Offenders Officer** |
| **Employment Term** | Permanent |
| **Hours per Week** | 37 |
| **Salary** | Up to £25,416 FTE (dependent upon experience) |
| **Responsible to** | Advice Services Team Manager |
| **Responsible for** | Staff working for: Homelessness Transitions for Offenders Service |
| **Service/Team** | Senior Leadership Team |
| **Job Number** | HSS-HR-038 |
| **Base/Location** | 38 Leicester Road, Loughborough, LE11 2AG |

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| **Job Purpose** |
| The Homelessness Transitions for Offenders (HTO) service is funded by the Big Lottery Fund (BLF) and works with people who have an offending history, including both offenders in custody and in the community, who disclose they are of no Fixed Abode or that they will be street homeless upon release. The programme, working with the Prison Resettlement Teams, will strengthen the pathway, and offer earlier interventions, to prisoners who are due for release with No Fixed Abode, and will therefore reduce the flow of rough sleepers to the street. The role of the Senior HTO Officer is to provide day to day leadership and support to the HTO Team and to support the Advice Services Team Manager (ASTM) with the monitoring and development of the service. You will ensure that all of the work undertaken within the HTO Team is compliant with any contractual obligations of the commissioner/funder. You will be also be responsible for receiving, assessing and processing all referrals into the HTO service. This role will include undertaking initial assessments with clients and carrying a reduced caseload.  |

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| **Main Duties and Responsibilities** |
| **Senior Responsibilities** |
| * To support the recruitment and induction of new staff and provide strong leadership to the HTO Team, including case management, training requests and managing complaints
* To ensure the team provides an effective and efficient high quality service, contributing to the completion of quarterly monitoring returns
* To provide advice and case direction to staff on complex cases, as required
* To actively promote services to all potential referrers through external forums, presentations and other networking opportunities
* To support, and deputise for, the ASTM, where appropriate
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| **Frontline Responsibilities** |
| * To work with a reduced caseload of clients (to be agreed with the ASTM)
* To ensure that client information on our CMS (ECCO) is up to date and accurate in accordance with the relevant funders
* To establish the eligibility of, and coordinate, referrals made to the HTO Service, liaising regularly with ASTM to ensure this process is working effectively
* To manage the waiting list for the service, monitoring the awards of waiting list points, keeping in touch routinely with clients waiting for services
* To monitor closure of support and allocation of new clients to support workers
* To provide specialist housing advice including but not exclusive to: negotiation, advocacy, verbally and in writing; researching rights; homeless and allocations reviews;
* To assess and regularly review the needs of clients and involve them in developing a needs assessment, action plans and risk assessments
* To support homeless clients to obtain and move into independent accommodation
* To provide holistic housing support in order to improve life skills such as; budgeting, maximising income, dealing with correspondence, accessing employment, training or education and adjusting to being housed after a period of street homelessness
* To support clients to overcome barriers causing social isolation, encouraging access to community groups and recreational facilities.

**Links with Other Agencies*** To work with local authority housing departments to ensure that the programme is aligned to, and supports the delivery of the Homeless Reduction Act
* To work effectively with other specialist agencies to meet any additional needs of the client
* To work closely with Social Care Services and other agencies if there are issues around the safety of vulnerable adults and/or children
* To work closely with the DNLR CRC and Prison Services to coordinate a joined up approach and seamless pathway, in line with the sub-regional Multi-agency Prison Release Protocol
* To support Police implementation of the sub-regional Rough Sleeping and Street Begging Protocol
* To attend relevant meetings and forums, such as, Resettlement Fayres, case conferences, ABC meetings with Landlords and other agencies involved with your cases
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| **General Organisational Duties** |
| * To comply with, and adhere to, The Bridge’s Quality Management System (QMS)
* To take responsibility for producing your own correspondence
* To take engage with, and contribute in, your own Training and Continual Professional Development
* To embed and exhibit The Bridge’s Values and Ethos in your work
* To take responsibility for your own health and safety and that of others in line with The Bridge’s Health and Safety Policy
* To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge
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| **Special Factors** |
| * This role is required to work occasional evenings and weekends
* This role requires a full driving licence and a car
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| **Person Specification** |

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) and/or Presentation (P).

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| **No.** | **Criteria** | **A** | **I** | **T** | **P** |
| 1 | A minimum of 1 years’ supervisory experience within a small to medium sized charity | X |  |  |  |
| 2 | Thorough knowledge of voluntary and statutory sectors including housing, health, criminal justice and social care sectors | X |  |  |  |
| 3 | An understanding of the principles of Housing advice work and knowledge of Housing and Homelessness legislation | X | X |  |  |
| 4 | Good working knowledge of benefits, housing, homelessness, money management and safeguarding | X | X |  |  |
| 5 | Awareness of the current issues for homeless people and offenders and how this may impact their access to services and/or accommodation  | X | X |  |  |
| 6 | A high level of written and verbal communication skills | X | X |  | X |
| 7 | Ability to develop and motivate a high performing workforce | X | X |  | X |
| 8 | Significant proven experience of safeguarding processes and issues | X | X |  |  |
| 9 | The ability to communicate, negotiate and influence appropriately with a range of internal and external stakeholders for the benefit of clients and to develop partnerships/networks | X | X |  | X |
| 10 | The ability to work on your own initiative and manage multiple tasks within a pressured environment  | X | X |  |  |
| 11 | The ability to evaluate case records or observe case work and communicate clear guidelines and gaps in knowledge |  | X |  |  |
| 12 | The ability to deputise for the Advice Services Team Manager  |  | X |  |  |

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| **Document Control** |
| **Prepared by** | Molly Boggis | **Date** | 19/03/2019 |
| **QMS Document No.** | HSS-HR-038 | **Version**  | V1.0 |