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| **Job Profile** | |
| **Job Title** | **Youth Homelessness Officer** |
| **Hours per Week** | 37 |
| **Salary** | Up to £23, 069 FTE (dependent upon experience) |
| **Responsible to** | Advice Services Team Manager |
| **Responsible for** | N/A |
| **Service/Team** | Single Access Point |
| **Job Number** | SAP-HR-010 |
| **Base/Location** | 38 Leicester Road, Loughborough, Leicestershire, LE11 2AG |

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| **Job Purpose** |
| The post holder will work closely with the Advice Services Team Manager and will be responsible for achieving challenging targets within the Single Access Point. The post holder will be responsible for working with 16/17 year olds to resolve their housing issues and prevent homelessness, via the Single Access Point. The SAP is a key element of the Borough Council’s multi agency homelessness prevention framework. This pioneering, award winning work has had a significant impact upon homelessness amongst 16/17 year olds since its development in 2008, and will continue to shape future policy and strategy. |

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| **Main Duties and Responsibilities** |
| **SAP Assessment and Casework Responsibilities** |
| * To conduct a holistic and in-depth needs assessment of all 16/17 year olds who approach the service with a view to resolving their housing issues and preventing homelessness. * To make the initial contact with parents or other relatives who feel that they can no longer accommodate the young person. To carry out home visits where necessary and appropriate. * To assist the young person to develop and monitor individual action plans by setting realistic and clear goals. This will include monitoring appointments with other agencies. * To keep in regular contact with the young person and to take appropriate measures if the young person fails to engage with their action plan. * To work closely with The Bridge (East Midlands) other specialist services to ensure a positive outcome for the young person. Identifying, at the appropriate stage, the need to refer onto Mediation, and/or Housing Related Support. * To work closely with external agencies to ensure a positive outcome for the young person. Identifying at the appropriate stage the need to refer onto other services. * Where appropriate to act as a broker to secure specialist advice on welfare benefits, health, training and education on behalf of the young person. * To determine circumstances in which it is appropriate to make referrals to specialist young person’s accommodation providers and to monitor and manage the progress of referrals. * To implement and monitor a structured referral procedure to all main partner agencies. All referrals to include the young person’s signed consent to share agreed and appropriate information. * To refer homeless young people to Children and Family Services for assessment and assistance from Children’s Social Care. * To provide information to the CFS relating to Single Access Point intervention and details of the on-going support and assistance being provided. * To keep high quality case notes and enter all of case information on to the specialist database and ensure that this is kept up to date. * To develop and maintain a positive and effective working relationships with partner agencies, particularly with colleagues at Charnwood Borough Council and the County Council’s Children and Family Services. * To publicise and promote the work of the Single Access Point and Housing Advice Team. * To refer to Charnwood Borough Council Housing Needs team for an appointment to make a homelessness application and to arrange temporary accommodation, where appropriate. To provide information to the Council relating to The Bridge (East Midlands) intervention and details of the ongoing support and assistance being provided. |
| **General Organisational Duties** |
| * To comply with, and adhere to, The Bridge (East Midlands) 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 (East Midlands) Values and Ethos in your work. * To take responsibility for your own health and safety and that of others in line with The Bridge (East Midlands) Health and Safety Policy. * To ensure you have an awareness of the categories of abuse, and the processes involved in the safeguarding of children, young people and vulnerable adults. * To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge (East Midlands). |
| **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) or Presentation (P).

In the final column we have provided a weighting in respect of the importance of meeting each criteria; 1 necessary, 2 important, 3 essential. The answer to each criteria will then be scored by members of the shortlisting panel on a scale of 0 to 2; 0 unmet, 1 part-met and 2 met. The total score of the application form will then be converted into a percentage which will be assessed against the organisational shortlisting thresholds. Candidates who meet, or exceed, this threshold will be invited to interview.

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| **No.** | **Criteria** | **A** | **I** | **T/P** | **W** |
| 1 | An understanding of housing issues, housing law, homelessness legislation and Children’s Act 2004 | X |  |  | 2 |
| 2 | Knowledge of Children’s Social Care duties to 16 and 17 year olds that can be readily evidenced | X | X |  | 1 |
| 3 | The ability to accurately assess a young person’s housing circumstances and potential available options coupled with a working knowledge of Homelessness Law | X | X | X | 3 |
| 4 | Some experience of liaising and working with voluntary and statutory sector agencies | X | X |  | 1 |
| 5 | The ability to work well under pressure and to maintain positive working relationships | X | X |  | 2 |
| 6 | A high level of written and verbal communication skills including the ability to professionally challenge and/or advocate for clients | X | X | X | 3 |
| 7 | Experience of using a case management system to accurately record case notes and observations | X | X |  | 2 |
| 8 | Understanding of key safeguarding issues and processes | X | X | X | 3 |
| 9 | The ability to work positively with vulnerable people who may display challenging or difficult behaviour | X | X |  | 3 |
| 10 | The ability to work on your own initiative, contribute to team issues and effectively use supervision | X | X |  | 2 |
| 11 | A high level of commitment to The Bridge (East Midlands) Values and Ethos |  | X |  | 3 |
| 12 | A thorough understanding of equal opportunities and diversity and how to counter discrimination within a service delivery setting |  | X |  | 3 |

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| **Document Control** | | | | | |
| **Prepared by** | Leanne Fletcher | | | **Date** | 16.08.2019 |
| **QMS Document No.** | | SAP-HR-010 | **Version** | v2.4 | |