

## JOB DESCRIPTION

<b>Job Title</b>	Tenancy Sustainment Officer – Rough Sleeping Team		
<b>Directorate</b>	Housing		
<b>Reporting to</b>	Rough Sleeping and Homelessness Team Leader		
<b>Grade</b>	12		
<b>Evaluation ref:</b>	TR0258	<b>Job Family ref:</b>	N/A
<b>Role Purpose</b>			
<p>Supporting complex need individuals in accommodation and providing the intensive support required to maintain the accommodation to prevent a return to rough sleeping. Early identification and rapid intervention to prevent rough sleeping.</p> <p>Working collaboratively with partner agencies, voluntary sector organisations as well as our own housing options team to achieve the best outcomes for our customers to support them live independently.</p>			
<b>Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Provide direct support and advocacy to help clients access housing, healthcare, and other essential services</li> <li>• Participate and chair multiagency meetings and case conferences to discuss and plan interventions</li> <li>• Monitor and evaluate the effectiveness of support plans and adjust as necessary.</li> <li>• Ensure compliance with all relevant policies, procedures, and legislation.</li> <li>• Work closely with statutory and non-statutory services, housing providers, colleagues, commissioners, and support services to coordinate efforts and resources.</li> <li>• Maintain accurate and up to date records of client's interactions and progress</li> <li>• Provide regular reports to the senior operational manager on the progress and outcomes of interventions.</li> <li>• Give customers advise, information, and provide an enabling service so they can access the appropriate service.</li> <li>• Identify barriers which make it difficult for individuals to access services and find solutions to overcome them.</li> <li>• Liaise with relevant agencies, and with the agreement of your customers act as an advocate with those agencies on their behalf.</li> </ul>			
<b>Knowledge / Experience / Skills</b>			

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	Essential	Desirable
<b>Knowledge</b>		
Understanding of homelessness and rough sleeping issues	X	
Knowledge of housing legislation and policies	x	
Awareness of local support services and resources	X	
Familiarity with safeguarding and procedures	X	
Knowledge of mental health and substance misuse issues	X	
Understanding of data protection and confidentiality requirements	X	
Knowledge of the welfare benefit system		
<b>Experience</b>		
Experience working with vulnerable populations, particularly those experience homelessness	X	
Proven track record in developing and implementing support plans	x	
Experience in multi-agency working and collaboration	X	
Experience in maintaining accurate records and documentation	x	
Previous experience in a similar role	x	
Experience of the welfare benefit system	x	
Working in a trauma informed environment	X	
<b>Qualifications / Registrations / Certifications</b>		
Certification in mental health first aid		x
Training in safeguarding and child protection	x	
Qualification in substance misuse support		x
Training in conflict resolution and de-escalation techniques		x

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Educated to at least A level standard or acquired knowledge to NVQ level 4, or equivalent relevant experience		x
<b>Skills</b>		
Excellent communication and interpersonal skills	X	
Strong organisational and time management skills	X	
Ability to work independently and as part of a team	X	
Proficiency in using IT systems and databases	X	
Strong problem solving and decision making skills	x	
Ability to build trust and rapport with vulnerable and complex individuals	X	
Well-developed negotiating, influencing and conflict resolution skills.	X	
Ability to work as part of a team, be flexible, use initiative and work with limited supervision	X	
Innovative, resourceful, solution focused, persuasive and skilled in overcoming barriers	X	
Ability to prioritise workload, manage time effectively and meet deadlines.	X	
<b>Working Conditions</b>		
<p>This role involves working within a dynamic and supportive local authority environment.</p> <ul style="list-style-type: none"> <li>• <b>Work Hours:</b> Standard working hours are 37. Frequent unsocial working hours include early morning outreach and spotlight counts.</li> <li>• <b>Location:</b> The primary work location is County Hall (Taunton) or Shape (Shepton Mallet), with opportunities for remote work as per organisational policies.</li> <li>• <b>Travel:</b> Travel within the local area will be required for meetings and client engagement. Applicants are expected to hold a valid driving license with business insurance including transporting clients.</li> <li>• <b>Work Environment:</b> The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> </ul>		

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- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

A DBS will be required

### Dimensions of the role

Take responsibility for a varied caseload of up to 15 clients.

Work flexibly and cohesively with the wider Rough Sleeping Team.

This role is part of a Countywide externally funded Government project being delivered within Somerset Council; delivering coordinated personalised targeted operational support to people identified as rough sleeping at risk of rough sleeping, or history of rough sleeping and supporting national and local strategies aimed at ending rough sleeping and preventing homelessness.

### Working Arrangements

In this role you will be required to assist the Rough Sleeping Team with activities such as spotlight street counts and therefore will need to need to work frequent unsociable hours, to identify and be available to customers.

### Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: