

Job description

Supported Accommodation Move on Resettlement Worker

- Grade: PO1
- Reports to: Supporting People Referrals Manager
- Your team: Supported Housing Team
- Service area: Housing Needs & Strategy
- Directorate: Homes and Neighbourhoods/Resources

Special requirements of the post

Workstyle: Roaming (Medium presence, two days a week)

- Colleagues whose activities are a mix of remotely and periodic onsite work and/or meetings with third parties and businesses, going on site visits, and occasional resident engagement

This post requires a DBS check at the appropriate level (Basic)

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

To actively contribute to the delivery of MHCLG funded services to reduce rough sleeping in the borough by ensuring optimal use of housing support services for vulnerable residents in the community.

The post holder will be responsible for directly coordinating move on of clients from supported housing or temporary accommodation into realistic alternative independent housing options such as the private sector, clearing house, housing management or social housing initiatives. The post holder will be responsible for ensuring that clients are moved out of supported housing in a timely manner, in turn improving access to services. They will hold a caseload of clients and work collaboratively to establish what constitutes a realistic and suitable offer and work with clients face to face in the community to make good use of their finite offers of accommodation. They will liaise with vulnerable service users, the Supported Accommodation Referrals Team, NPS and CRC probation services, project workers, Housing Options Team, support workers and other services to maximise the use of supported services and the private sector.

To establish links with supported housing providers to ensure their services reflect the needs of the borough.

To contribute to the development of move on options for clients in supported accommodation and developing key relationships with the private sector partnership team and landlords.

To work with landlords to procure suitable move on options via landlord liaison and where necessary attending viewings with vulnerable clients.

Key responsibilities

To liaise with key stakeholders, including providers, service users and community groups, to ensure the collation of consistent and accurate information for Islington's needs mapping and any other related data collection required by the MHCLG

To liaise with Supported accommodation projects to identify those clients that are ready to move on into independent accommodation.

To liaise and meet with those clients that are ready for move on face to face to assess their options and give them realistic advice and options.

To map services in the borough that offer private sector accommodation opportunities and form relationships with these organisations.

To make links with internal and external teams and organisations that work with landlords, private sector organisations and social housing providers to ensure swift move on into independent accommodation.

To complete the negotiation and application process for move on options while facilitating and overseeing offers of accommodation.

To provide support to individuals to ensure a successful housing transition.

To set up joint reviews with service providers to discuss the operational aspects of the supported accommodation projects particularly around move on.

To arrange regular move on meetings and one to one surgeries with supported housing projects and attend POSOM – (Provider of substance misuse and offender meetings) and case conferences

To record and monitor referrals and provide monthly stats updates to MHCLG to include tracking clients ready for move on and clients housed successfully.

To refer clients to relevant support services depending on their vulnerabilities to enable them to maintain their tenancies and move towards further independence.

To monitor referrals into floating support providers to ensure tenancy sustainment is implemented.

To conduct periodic reviews of clients who have moved into independent accommodation to avoid tenancy failure and provide necessary support.

To liaise with other local authorities as appropriate to develop effective cross borough working and reciprocal moves.

To consult with service users to identify and review issues around access to services and move on opportunities and ensure their views are represented in ant monitoring outcomes.

To keep abreast of legislation, guidance and good practice in the provision of supported housing and Supporting People services with particular reference to the statutory duty to rehouse vulnerable clients.

To keep abreast of a range of move on options for vulnerable clients.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Point	Criteria description	Essential/desirable
1	At least three years' experience of working in housing advice, housing management or support services in a statutory, RSL or voluntary sector setting.	Essential
2	Experience of inter-agency working.	Essential
3	Experience of working with vulnerable people who have complex support needs.	Essential
4	Knowledge of Part VI and Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) and the Homeless Reduction Act 2017.	Desirable
5	Knowledge of which move on options may be available to residents in supported or temporary accommodation, and the barriers in accessing them.	Desirable
6	Knowledge of tools to carry out and apply a needs and risk assessment.	Desirable
7	An awareness and understanding of the support needs of vulnerable clients in a supported accommodation environment.	Desirable

Point	Criteria description	Essential/desirable
8	Ability to communicate effectively with good attention to detail, both verbally and in writing, to a variety of audiences e.g. written reports, statistics and presentations.	Desirable
9	Ability to solve problems and negotiate effective solutions.	Desirable
10	Ability to plan and manage complex project work and operate within variable deadlines.	Desirable
11	Demonstrable ability to use ICT including word processing, spreadsheet management and databases, particularly Microsoft Word and Excel.	Desirable
12	This role will require you to obtain a Standard satisfactory clearance from the Disclosure and Barring Service	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.