



Everyone deserves  
a safe place to  
call home.

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Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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**Job title: Housing Advice Worker (HAWk)**

**Delegated Authority: Level 7**

**Team: Pan London Offender Service**

**Responsible to: Team Manager**

**Responsible for: N/A**

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## **Job purpose**



The purpose of the Housing Advice worker role is to provide advice and guidance to offenders aged 18 plus following an assessment of the clients support needs, particularly focusing on their housing, employment and financial needs. Working within SHP's policy and procedural framework; the role is to provide effective, high quality support to those who are homeless or living in accommodation, to relieve homelessness, prevent tenancy breakdown and improve quality of life and promote independence.

# Key accountabilities

## 1.0 Assessment

1.1 To produce comprehensive and high quality assessments on the clients support needs, particularly their housing, employment and financial needs, and accordingly follow the most suitable pathway.

1.2 To assess and advise the relevant agency where further support is needed and offer guidance around referring the client onto more suitable provision.

1.3 To minimise risk to clients by identifying, reporting and following up any safeguarding concerns.

1.4 To provide a comprehensive handover of risk to other professionals who may be involved with cases.

## 2.0 Key Working

2.1 To work with services users to advice and support them to sustain or obtain accommodation, and to assist them in improving quality of life and moving towards independence.

2.2 Where ongoing client needs are identified, to source and secure relevant support for the client.

## 3.0 Information Management

3.1 Produce, maintain and record accurate, relevant and up to date information including recording all contacts with clients appropriately to promote effective service delivery and evaluation. Ensure recording systems are up to date for periodic service reviews and service development and that client information is recorded in line with the GDPR.

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## **4.0 Partnership working**

4.1 To proactively liaise, communicate and negotiate with internal and external specialists and external agencies in order to maximise client support services, resources and funding.

4.2 To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally.

4.3 To be co-located within an SHP office and/or partnership office and deliver advice and guidance as and when needed to partnership staff.

4.4 To work effectively with risk management agencies such as the Police and Probation to ensure our clients are supported to access accommodation and opportunities that are safe for them, staff and the public.

## **5.0 Social Inclusion**

5.1 To assist service users to develop life skills and partake in meaningful occupation activities to promote increased independence and involvement with the community; this will include delivering workshops to groups of clients on a regular basis.

## **6.0 Health and Safety**

6.1 To be aware of the roles and responsibilities and work in accordance with SHP's and legal guidance around health and safety at work.

6.2 To be responsible and accountable for action in and out of the office.

6.3 To take part in lone working duty to encourage the safe working of the whole team.

6.4 To adhere to fire regulations and take part in fire drills.

## **7.0 Teamwork and personal development**

7.1 To be flexible, to share skills and knowledge and support colleagues.

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7.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

7.3 To take responsibility for personal on-going development and learning.

## Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

### Experience and Knowledge

- An understanding of working in supported housing or floating support services; with a demonstrable knowledge of Housing and other related Legislation.
- An understanding of the principles of assessment and risk, planned support, key working, goal setting, and advocacy with vulnerable people.
- Experience of managing complex and difficult situations in relation to vulnerable client group(s).
- An understanding of the principles underlying a quality service, and customer focused, with proven ability to empower service users.

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- A good level of numeracy, literacy and comprehension to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information.

## Skills and Abilities

- An ability to be self-servicing in the use of IT applications and basic keyboard skills
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.
- Ability to create letters, minutes and key work notes and to send and receive emails.
- Ability to be self motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for clients.