

<b>Post:</b>	<b>Housing Advice Worker (HAWk)</b>
<b>Delegated Authority</b>	<b>Level 7</b>
<b>Team:</b>	<b>Pan London Offender Service</b>
<b>Location:</b>	<b>Various</b>
<b>Responsible to:</b>	<b>Team Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

## **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 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 Key Working**

- 2.1 To work with services users on a brief intervention basis 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 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.

### **4 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 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 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 Teamwork and personal development**

- 7.1 To be flexible, to share skills and knowledge and support colleagues.
- 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, required for Effective Performance

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

## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<b>Analytical Thinking</b> The ability to give proper consideration to problems and to come up with good solutions.	<b>Gathers the required information to solve problems:</b> <ul style="list-style-type: none"> <li>Steps back from the problem and thinks about what information is required.</li> <li>Collects the information required to solve the problem.</li> <li>Draws upon and learns from previous experiences of self and others.</li> <li>Organises the information in a logical way.</li> </ul>	1
	<b>Sifts and analyses information:</b> <ul style="list-style-type: none"> <li>Processes information quickly and draws accurate conclusions.</li> <li>Breaks down problems into their parts, identifies cause and effect.</li> <li>Makes accurate deductions.</li> <li>Evaluates whether arguments or cases are complete or sound.</li> <li>Challenges incorrect information or discrepancies.</li> <li>Reflects on what they've done and learns from it.</li> </ul>	2
<b>Commitment and Drive</b> The ability to take the initiative and achieve targets and results.	<b>Is conscientious and professional:</b> <ul style="list-style-type: none"> <li>Meets targets and deadlines.</li> <li>Does what they say they are going to do.</li> <li>Prepares properly for meetings and events.</li> <li>Complies with defined policies and procedures.</li> <li>Understands the need to evidence what we do.</li> <li>Completes paperwork and reports in line with standards.</li> </ul>	1
	<b>Is proactive and solution focused:</b> <ul style="list-style-type: none"> <li>Is enthusiastic and positive in what they do.</li> <li>Do things before they need to be told.</li> <li>Find solutions for themselves.</li> <li>Knows when to make decisions and when to seek support from others</li> <li>Is flexible and adapts response according to the situation while working within SHP policies and procedures.</li> </ul>	2
<b>Efficiency and Effectiveness</b> The ability to plan and organise work so that deadlines, targets and standards are met.	<b>Organises own work:</b> <ul style="list-style-type: none"> <li>Thinks ahead about what needs to be done.</li> <li>Sets clear priorities for work.</li> <li>Shows good attention to detail; checks work for accuracy.</li> <li>Keeps files and other paperwork up to date.</li> <li>Knows where to find things.</li> <li>Meets targets and deadlines.</li> </ul>	1
	<b>Consistently delivers work on time and to standards:</b> <ul style="list-style-type: none"> <li>Produces work quickly</li> <li>Meets quality standards.</li> <li>Plans work and projects, sets clear milestones.</li> <li>Monitors progress and takes action where performance deviates from plan.</li> <li>Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	2

<p><b>Team Work</b></p> <p>The ability to work cooperatively and supportively with their own team and other teams across SHP.</p>	<p><b>Supports and considers others:</b></p> <ul style="list-style-type: none"> <li>• Does their fair share.</li> <li>• Is flexible and is prepared to help with things which are outside their own role</li> <li>• Sees when others are struggling and offers help.</li> <li>• Owns their decisions and does not pass the buck.</li> <li>• Actively contributes to team meetings.</li> <li>• Shares knowledge and ideas with colleagues.</li> <li>• Actively supports other teams across SHP.</li> <li>• Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	1
	<p><b>Builds team spirit:</b></p> <ul style="list-style-type: none"> <li>• Acts to promote cooperation in the team.</li> <li>• Emphasises the strengths of the team and builds on them.</li> <li>• Offers support and coaching when required.</li> <li>• Proactively identifies and manages conflict within the team.</li> <li>• Takes collective responsibility for team actions and decisions.</li> <li>• Represents the team positively to others in SHP.</li> </ul>	2
<p><b>Effective Communication</b></p> <p>The ability to communicate with others in a cooperative and sensitive way.</p>	<p><b>Communicates clearly:</b></p> <ul style="list-style-type: none"> <li>• Can talk to different types of people effectively.</li> <li>• Checks that they have been understood.</li> <li>• Speaks to people in a respectful and courteous manner.</li> <li>• Respects and takes into account cultural differences.</li> <li>• Uses appropriate body language.</li> <li>• Writes clearly and concisely.</li> <li>• Uses appropriate methods of communication.</li> </ul>	1
	<p><b>Shows warmth and consideration to others:</b></p> <ul style="list-style-type: none"> <li>• Is open and honest.</li> <li>• Makes every effort to put people at their ease.</li> <li>• Is a good listener; gives people time.</li> <li>• Takes time to tune into what others are really thinking and feeling.</li> <li>• Is very aware of their own emotions and feelings and how these impact on others.</li> </ul>	2
<p><b>Resilience</b></p> <p>The ability to deal with situations with clients and colleagues with confidence.</p>	<p><b>Is self aware:</b></p> <ul style="list-style-type: none"> <li>• Takes time to reflect on actions and behaviours and learn from them.</li> <li>• Admits when they make mistakes and learns from them.</li> <li>• Has the confidence to review what works and does not work.</li> <li>• Is aware of their own strengths and areas for development.</li> <li>• Takes responsibility for their own learning.</li> </ul>	1
	<p><b>Is assertive and self confident:</b></p> <ul style="list-style-type: none"> <li>• Presents self in a confident manner.</li> <li>• Raises issues in a constructive way.</li> <li>• Able to make clear decisions and act on them.</li> <li>• Remains calm and self controlled in challenging situations.</li> <li>• Acts decisively and appropriately in a crisis.</li> </ul>	2

<p><b>Putting the Customer First</b></p> <p>The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.</p>	<p><b>Builds effective relationships with customers:</b></p> <ul style="list-style-type: none"> <li>• Makes themselves available for the customer.</li> <li>• Treats people with respect and courtesy</li> <li>• Explores with customers their specific needs</li> <li>• Is very clear with boundaries – the customers and their own.</li> <li>• Recognises that SHP exists to provide a service to our customers.</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs:</b></p> <ul style="list-style-type: none"> <li>• Actively seeks and offers alternative ways of meeting customer needs</li> <li>• Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>• Foresees problems rather than waiting for them to happen</li> <li>• Asks for feedback from customers about the service provided, and acts on it.</li> <li>• Establishes effective working relationships with other agencies to meet customer needs.</li> <li>• Knows when to refer on to other agencies.</li> </ul>	<b>2</b>
<p><b>Embracing Change and Innovation</b></p> <p>The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.</p>	<p><b>Responds positively to change:</b></p> <ul style="list-style-type: none"> <li>• Sees the positive aspects of change.</li> <li>• Is flexible and adapts easily to new requirements.</li> <li>• Is willing to learn and to take on new skills.</li> <li>• Offers constructive alternatives if they disagree with a change.</li> </ul>	<b>1</b>
	<p><b>Generates new ideas:</b></p> <ul style="list-style-type: none"> <li>• Challenges the way that things are done now and proposes a better way.</li> <li>• Comes up with creative solutions and ideas.</li> <li>• Seeks new ways of working in partnerships.</li> <li>• Asks for others ideas on how changes and new ideas can be implemented.</li> <li>• Looks for new opportunities for promoting SHP.</li> </ul>	<b>2</b>