

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	Homelessness Prevention Officer
Grade	PS8	Reports to (role title)	Team Manager
		Directorate / School	Children, Families & Learning
JE Band	269-313	Service / Department	Family Res&Safe
		Date Role Profile was created	27/08/2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>A specialist focusing on homelessness prevention and working alongside existing Social Workers and Personal Advisers.</p> <p>To develop intensive support to work with care leavers (with complex needs including those that are) placed out of the authority area.</p>
Work Context	<p>To work in partnership with the allocated Social worker and Personal Adviser to provide specialist knowledge on housing including homelessness legislation to ensure young people have appropriate and adequate access to suitable accommodation and homelessness is prevented for care leavers. The post holder will work in partnership and develop strong relationships with Housing District and Boroughs Departments in Surrey and out of county to strengthen the pathways to accommodation from 18 years. This will include working in partnership with appropriate agencies to gain to further support for care leavers who require this to enable them to access housing.</p> <p>Work in accordance with the service and directorate policies and procedures to safeguard, manage risk and promote the welfare of young people and to protect the public. To maintain accurate and timely records in keeping with the service's policies and procedures. To develop, sustain and embed productive relationships with other agencies and key groups and individuals in education settings in order to add value, and have impact on Care Leavers. Act jointly in child protection matters and fulfil the responsibilities contained in the Surrey Safeguarding Children's Board procedures as required.</p> <p>To ensure efficient and effective communication, dissemination and sharing of information and efficient and effective use of up to date IT systems and processes. Familiarise, uphold and promote the aims of the council's Equality and Diversity policies in the course of day-to-day work. Promote equality issues to ensure quality, fairness and dignity to service delivery, employment and promote a learning culture that supports excellent standards of service, innovation, partnerships and continuous improvement. The post holder will liaise with colleagues to deliver agreed outcomes within timescales to achieve the aims of the project. The post holder will at all times work in accordance with all service and directorate policies and procedures.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> Identify opportunities and risks associated with the service and escalate / report to management. Assess and manage risk associated with assigned cases/service delivery. <p>Service Development</p> <ul style="list-style-type: none"> Contribute to the regular monitoring and review of services established to facilitate service improvement. Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. Work in partnership with service users, their families/carers. <p>People Management</p> <ul style="list-style-type: none"> Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> Advanced vocational qualification at level 4 or considerable on the job experience. For some roles a relevant degree may be required. Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. Numerate and able to advise on effective use of budgets and resources. Competent in a range of IT tools including MS Office and database management systems. Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. Creative problem solving skills and the ability to identify service improvement initiatives. Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. Satisfactory DBS clearance might be required.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Evidence of ongoing professional development</p>

Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.
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