

Job description

Rough Sleeper Prevention Officer

Housing Options and Homelessness

Families and Communities

Band 4

West Suffolk has been awarded funding from the Ministry of Housing, Communities and Local Government's (MHCLG) Rough Sleeper Initiative (known as RSI). The role is to support the reduction in the number of rough sleepers and to the delivery of the required interventions agreed with central government. This role is predominately in-reach and you will be required to travel across West Suffolk. Administrative duties will be undertaken at the Council's premises at West Suffolk House, Bury St Edmunds and in Mildenhall. You may reasonably be required to work at any other of the Council's premises as required in order to meet the needs of the service.

Purpose of Job

To provide practical and holistic support to service users who have been provided with accommodation following a history of rough sleeping. The Rough Sleeper Prevention Officer will assist service users to attain the skills required to successfully maintain a tenancy and to live independently in the community.

Key Responsibilities and activities

1. To maintain a caseload of service users (including those who sometimes exhibit aggressive and challenging behaviour) who have a history of rough sleeping.
2. Provide in-reach support within challenging high support services as part of the Next Steps Accommodation settings across West Suffolk working with partner organisations.
3. To carry out an assessment of need with each new client referred to establish and develop an appropriate plan of support.
4. Accompany service users to view potential properties which have been identified and assess the property to ensure it will meet their needs. To be present and provide support at the signing of a tenancy agreement to ensure the service users fully understand their responsibilities as a new tenant.
5. Assist service users to purchase furniture, white goods and essential household items for their new homes. This will include sourcing grant funding from local and national charities.
6. Help, support and assist the service user with all of the practical aspects of moving and setting up a new home. This will include arranging removals,

assisting with packing belongings in some cases and setting up utilities accounts.

7. Enhance service users' skills and knowledge around budgeting required to ensure they can maintain a tenancy and ensuring they meet their responsibilities as a tenant, for example, setting up payment plans for utility bills.
8. To carry out regular welfare visits to monitor progress and to provide ongoing support for a minimum period of three months post tenancy start date.
9. Liaise with internal and external agencies and teams to signpost service users when additional support is identified and required, for example: drug and alcohol services.
10. Liaise with landlords and other agencies to assist and support to resolve tenancy related issues if and when they arise.
11. To ensure that all activities are carried out following health and safety and safeguarding procedures.
12. Carrying out other duties commensurate with the grade as directed by the Team Leader or Service Manager.
13. Participate in evening and weekend working rota.