

GREENWICH COUNCIL JOB DESCRIPTION

DEPARTMENT: Directorate of Housing Services

POSTHOLDER: **GRADE: S02**

SECTION: Housing Inclusion Service

JOB TITLE: Homelessness Engagement Worker (South-East London)

POST NO:

REPORT TO: Sub-Regional Rough Sleeping Coordinator

JOB PURPOSE

1. To work across the South-East London sub-region, to ensure that people applying to the Council for assistance in resolving a housing problem receive advice about the housing options available to them and support to access housing and other services that they need.
2. To prevent and resolve homelessness wherever possible by providing advice, information and ongoing support to those in housing need.
3. To assess, advise and assist customers under the relevant statutory housing and homelessness legislation
4. To carry out needs, risks and support assessments and develop personalised support plans.
5. To provide immigration advice and link clients into drug and alcohol support services.

MAIN DUTIES

1. To work with clients who have been rough sleeping long-term and may have unknown immigration status.
2. To work with clients who have substance misuse support needs, linking them in with services.
3. To ensure that clients are engaged with treatment services, and via joint liaison and co-working, provide on-site advice and support around resettlement, eviction prevention, and support with homeless applications for clients in treatment.
4. To develop, acquire and retain a sound knowledge of legislation and policy in relation to housing and homelessness (including relevant case law), safeguarding and social care and welfare benefits.

5. To undertake enquiries into the circumstances of housing applicants, obtaining and checking documents, contacting family, friends and partner agencies, and gathering information for the purposes of preventing homelessness, verifying applications and fully identifying needs and risks.
6. To make recommendations to the Rough Sleeping Coordinator's across South-East London on the provision of temporary accommodation for applicants, advising on the most suitable type of accommodation that should be provided.
7. To manage rent accounts of ineligible clients and ensure that they do not fall into arrears.
8. To initiate and/or provide support, maintaining contact and engagement with clients, regularly reviewing and updating personalised support plans as appropriate.
9. To work co-operatively with colleagues in other relevant services for children, young people and adults, including organising or participating in multi-agency meetings where appropriate.
10. To maintain comprehensive, confidential and accurate case records for clients of the service, identifying any suspected risks or safeguarding concerns arising to the Rough Sleeping Coordinator's or other relevant managers.
11. To work from other offices as required, including those of partners and provide outreach services to meet the needs of the cohort.
12. To support and encourage clients to develop life skills, giving advice and practical help with immigration, income maximisation, welfare benefits, budgeting, diet and health, education, training, employment, furnishings and removals
13. To work closely with Children's Services, Adults and Older Peoples Services, Health Services, Criminal Justice Agencies, mediation services, support agencies, substance misuse services, employment and training advice services and others to assess and meet the needs of clients, obtaining and sharing information and making referrals as appropriate.
14. To ensure that risks associated with customers are properly assessed and mitigated, and that information is shared appropriately to minimise risk and improve safe outcomes. To complete risk management plans and review when necessary.
15. To undertake home visits including on an emergency basis, with the aim of preventing homelessness, and delivering support to vulnerable people to sustain accommodation.
16. As directed by the South-East Sub-Regional Rough Sleeping Coordinator, take the lead in developing links with specific agencies, including providing outreach support services.
17. To represent the service at meetings with other agencies, organisations and sections to include attendance at court, ward rounds, case review panels, steering groups, task and targets and case conferences.
18. To respond to enquiries and complaints ensuring that responses meet quality standards, and are completed within performance target timescales.

19. To provide reports on casework as requested by the Sub-Regional Rough Sleeping Coordinator, ensuring that full and accurate records are kept of all customer contacts and casework.
20. To assist in statistical monitoring, customer surveys, and other exercises to increase the effectiveness of the service.
21. To attend training sessions, development, supervision and casework meetings as requested by the Sub-Regional Rough Sleeping Coordinator.
22. To provide support and cover for other sections within the service as directed by the Sub-Regional Rough Sleeping Coordinator
23. To undertake training for Safeguarding Adults and Children, Domestic Abuse, Data Governance etc. as required by the Service and be responsible for ensuring safeguarding concerns are highlighted and brought to the attention of the Sub-Regional Coordinator / manager.
24. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date.
25. To carry out all duties with due regard to the Public Sector Equality Duty, Health and Safety regulations and in line with the Council's Equal Opportunities Policy, Customer Care Policies and the New Technology Agreement.