



## JOB DESCRIPTION

<b>Job Title</b>	Supported Housing Officer (Rough Sleepers)
<b>Responsible to</b>	Housing Manager
<b>Responsible for</b>	N/A
<b>Hours</b>	Full time, 35 hours per week - 9-5, Mon-Fri
<b>Service</b>	Operations
<b>Location</b>	Lewisham

### 1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who need support with their housing. QVT currently provides homes to approximately one hundred and eighty people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

### 2. Job Purpose

To provide high quality support and consistent tenancy advice for our clients, with the aim of helping them move on with their lives. Quo Vadis Trust (QVT, registered charity number 1116196) is a small charity in South East London. We provide a range of supported housing in South East London to approximately one hundred and eighty adults who require support with accommodation and other needs.

As a Supported Housing Officer you will be expected to manage and key work a caseload of adults who have been referred to us via the Rough Sleepers Pathway. You will work with your clients to carry out individual support and needs planning and create SMART goals to maximise the potential for their development and move-on.

You will be greeting new clients, risk assessing them and delivering an induction process to welcome them into our services. Part of this role also involves providing advice on welfare and benefits, therefore an understanding of universal credit, housing and homelessness legislation is an advantage. A critical part of this role will be helping clients to successfully integrate into society - our mission statement is to 'promote recovery, maximise independence and build community'.

### 3. Main Responsibilities

- To provide an effective, efficient, responsive and client-focused service for cohort of clients referred to QVT via the Rough Sleepers Pathway
- Support Housing Officers to ensure all rough sleeper clients have clear, tangible and measurable goals that support wellbeing and maximise independence
- To build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs



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- Be responsible for completing and updating records on 'Inform' (QVT's client management database) to ensure that all your client records are kept up to date
- Collect data and prepare monthly reports on rough sleeper clients
- To support rough sleeper clients' private rental scheme (PRS) move on
- Take the lead in ensuring all KPIs are met across the Rough Sleeper project
- To report all maintenance issues and ensure that they are followed up to maintain health and safety standards
- Record and report any breaches of policy and procedure or poor performance to the Housing Manager
- Work with the Housing Manager to ensure safeguarding practices are followed and recorded in line with the QVT policy
- Provide cover for other Housing Officers across all QVT schemes if necessary
- Liaise with external agencies and attend meetings as required
- To travel between QVT schemes where necessary
- Undertake any other tasks which might reasonably be requested by a manager

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

### PERSON SPECIFICATION

<b>Job Title</b>	Supported Housing Officer (Rough Sleepers)
<b>Department</b>	Operations

<b>Education, Qualifications and Training</b>	<b>Essential or Desirable</b>	<b>Method of assessment</b>
Numerate and Literate to GCSE or equivalent in English and Maths	E	Application form & Test
<b>Experience</b>		
Experience working in a social housing environment	D	Application form Interview
Experience working with homelessness or rough sleepers or other supportive environments	E	Application form Interview
Computer literacy, familiarity with Microsoft packages, and experience using a client management database	E	Application form & Test
<b>Skills/Abilities</b>		
Awareness of current housing issues and tenancy sustainment	D	Application form Interview
Demonstrable customer service experience	E	Application form Interview



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Knowledge of welfare benefits related to housing	D	Application form Interview
Knowledge of the Private Rental Scheme (PRS)	D	Application form Interview
Good, clear, verbal and written communication skills	E	Application form Interview & test
Able to relate to clients	E	Application form Interview
Ability to work under pressure and to deadlines	E	Application form Interview
Able to demonstrate a conscientious and dedicated attitude	E	Application form Interview
Ability to work on own initiative and a commitment to team working	E	Application form Interview
Awareness of issues faced by homeless people and rough sleepers	E	Interview
Flexible and adaptable	E	Interview
<b>Other relevant criteria</b>		
Willingness to undertake further training	E	Application form
Has Enhanced DBS clearance	E	DBS Check
Driver with own vehicle	D	Interview

### **Instructions:**

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers from a disability meets the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.