

ROLE PROFILE

Job Title: Move On Officer	Role Reports to: Operations Manager	Business Function: Supported Housing	Grade: G
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Job Purpose: Support customers in the community to maintain their tenancy and achieve the transition to independence. Subject to Enhanced Disclosure & Barring (DBS) Check include Children Barred List	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Building Relationships • Problem Solving and Decision Making
Key Responsibilities: <ol style="list-style-type: none"> 1. Prepare Foyer customers to move into independent tenancies through the delivery of the move on programme. 2. Support customers with setting up their own home, assisting to set up utility accounts & other household obligations. 3. Provide housing management and welfare benefit support & guidance, signposting/making referrals to appropriate agencies. 4. Enable customers to become self-sufficient, providing appropriate guidance. 5. Establish excellent partnership working to enable multi-agency support/liaise & update partners regularly, attend meetings. 6. Support customers to report maintenance issues to their respective landlord. 7. Update customer files, incorporating support plans & reviews, risk assessments & regular contact reports. 8. Attend statutory meetings as required including producing updates or reports for these meetings. 9. Understand and adhere to Safeguarding procedures, always reporting concerns to the relevant internal & external designated safeguarding contact. 10. Undertake additional duties appropriate to the role and/or grade. 	

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Ability to use full range of IT packages • Safeguarding and risk assessment. • Social welfare reform and benefits. • Housing options, social housing sector. 	<ul style="list-style-type: none"> • Safeguarding and risk assessment applicable to young mothers/expectant young people and babies. • An understanding of the Care Act 2014. • Awareness of housing legislation: The Housing Act & The Housing Reduction Act 2017.
Skills	<ul style="list-style-type: none"> • Ability to relate to vulnerable service users, must be able to demonstrate empathy towards young people. • Good interpersonal skills and communication skills with the ability to relate to a wide range of people. • Good administration and organisational skills and ability to prioritise a busy workload. • Positive attitude and flexible approach. • Ability to work unsupervised and use own initiative • Ability to work accurately with figures. • Ability to represent the organisation and network with other agencies and develop relationships in a professional manner. • Strong attention to detail. • Ability to create accurate risk assessments. 	
Experience		<ul style="list-style-type: none"> • Funding and / or fundraising • Working with vulnerable people
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. Delivery of the Move On programme a minimum of 4 times per year to customers. Evidence of assessments & customer knowledge on their case file. 2. Customers have a written support plan detailing their needs, strengths and future aspirations. Move On officer should assist in the completion of the plan including detailed and specific actions for both Move On officer and customer. 3. Completed customer 1-2-1/Online Star a minimum of twice monthly. Evidence all support provision on customer update logs, with a copy on their case file. 4. Evidence partnership working on customer files and update logs. 5. Keep accurate records including implementing and updating risk assessments (minimum once per month) complete and print a hard copy of 1-2-1's and Online Star (Minimum twice monthly). Audit own customer support files on a quarterly basis and provide email report to line manager. 6. Record in customer file any correspondence received. 7. Specific KPI's as set by Local Authority are monitored and managed by the Move On officer. 8. Record all customers who move on into a dispersed or permanent property 9. Record all customers who leave a dispersed or permanent property 10. Complete YHG Safeguarding training to the appropriate level and source and complete Local Authority Safeguarding training. Monitor refresher course dates ensuring completion within the deadline. Evidence safeguarding concerns in line with the YHG policy to also include external safeguarding contacts & line manager

Date Role Profile Created/Updated:	April 2019
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