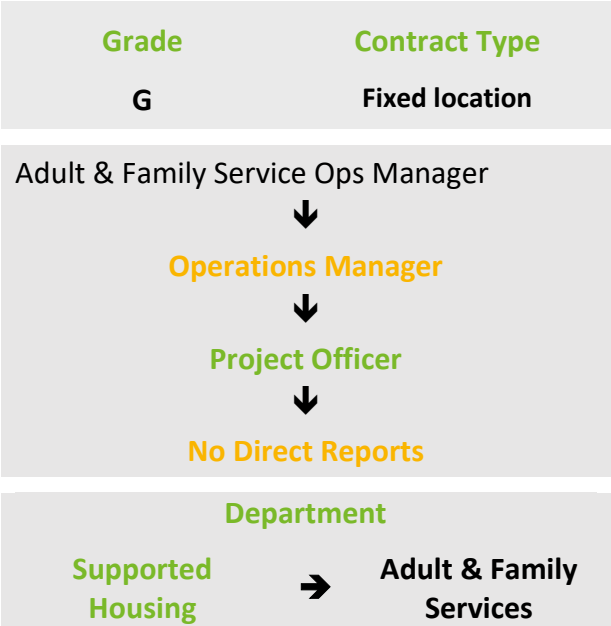


Project Officer AFS



Role Overview

Provide high quality housing and keyworker support for customers through advocacy, 1-2-1 support and in group work settings to include life skills and independent living skills.

This post is subject to an Enhanced Disclosure & Barring service (DBS) check.

RESPONSIBILITIES

- Manage the referral and allocation process, including the risk assessment and management process.
- Meet with customers on a regular basis to complete support plans and risk assessments. Liaise with the team and other professionals, including Housing, Social Care, CMHT, Drug & Alcohol services. Probation, Police & Benefit agencies to support customers to maintain their licence/tenancy arrangements and to ensure the safety and wellbeing of our customers.
- Provide scheme cover on a rota basis, maintaining safety and security of the scheme and our customers. This will include periods of lone working and handover process including cash handling and any relevant information.
- Keyworker for all customers on case load to identify and achieve outcomes based on the Support Star model, providing holistic, person-centred support package
- Ensure the scheme adheres strictly to Child protection and Family Action Plans as agreed with Local Authority Lead Professionals and represent the company accordingly.
- Ensure compliance with the Local Authority Supporting People Contract.
- Minimise voids and arrears through keywork and against agreed performance indicators. Provide support with budgeting, welfare benefits and life skills. Where necessary carry out tasks related to turnaround of properties.
- Maintain accurate , confidential and sensitive records, including critical data sheets, risk assessments & support plans in accordance with agreed procedures.
- Liaise with property services and external contractors to ensure that repairs are reported and completed in a timely manner.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.



Caring
We show kindness and consideration to our customers and each other.



Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our passion for housing, more people have a safe place to call home

STRENGTHS

- ✓ Outcome focused.
- ✓ Have a nonjudgemental approach.
- ✓ Enthusiasm towards the role and our customers journey.
- ✓ Ability to calmly deal with emergency situations.
- ✓ Ability to challenge in a constructive way and manner.
- ✓ 'Can do' attitude.

ESSENTIAL REQUIREMENTS

- ✓ Excellent interpersonal and communication skills with the ability to relate to a wide range of people, including vulnerable customers.
- ✓ Good administration and organisational skills, ability to maintain accurate confidential records, collate and store within company guidelines.
- ✓ Ability to resolve conflict effectively.
- ✓ Ability to use a range of ICT software packages.
- ✓ Have a flexible approach to work and assist in the delivery of the service offer and delivery management.
- ✓ To always represent the company in a positive light.

BENEFICIAL TO THE ROLE

- ✓ Previous experience or knowledge of other external agencies eg. Housing, Social Care, Mental Health services, Criminal Justice system, D.A services.

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