

Project Officer

Grade	Contract Type	Role Overview
G	Fixed location	
Adult & Family Service Ops Manager		
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Operations Manager		
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Project Officer		
↓		
No Direct Reports		
Department		
Supported Housing	→ Adult & Family Services	

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.
- Keyworkers for all customers on case load to identify and achieve outcomes based on the Support Star model, provide housing related support and advice to enable these outcomes to be achieved for both scheme based and dispersed customers within the local community and ensuring that tenancy conditions and house rules are adhered to.
- 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 Wigan Contract and Springboard Partnership.
- 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, scheme & dispersed.
- 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



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

STRENGTHS

- ✓ Outcome focused.
- ✓ Have a non-judgemental approach.
- ✓ Enthusiasm towards the role and our customer's 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.
- ✓ Ability to resolve conflict effectively.
- ✓ Have a flexible approach to work and assist in the delivery of the service offer and delivery management.
- ✓ Good administration and organisational skills, ability to maintain accurate confidential records, collate and store within company guidelines.
- ✓ Ability to use a range of ICT software packages.
- ✓ To always represent the company in a positive light.

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Ability to speak other languages.
- ✓ Previous experience or knowledge of other external agencies e.g. Housing, Social Care, Mental Health services, Criminal Justice system, D.A services.