

Project Officer

Grade

G

Adult & Family Services Ops Manager



Operations Manager



Project Officer



No Direct Reports

Department

Supported
Housing



Adult & Family
Services

Role Overview

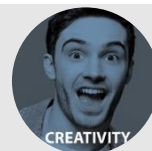
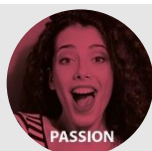
Provide high quality housing and keyworker support for customers through advocacy, 1-2-1 support and in group work settings to include life skills and independent living skills.

Subject to Enhanced Disclosure & Barring service (DBS) Check

RESPONSIBILITIES

- Manage the referral and allocation process including the risk assessment and management process.
- Interview applicants to produce support plans and risk assessments, work with other team members and other professionals, including Social Workers, Health including CPN's (Community Psychiatric Nurse), Probation/YOS (Youth Offending Service), Education, Police, Benefits agencies to support customers to maintain their licence agreement.
- Liaise with key professionals such as Social Care Workers, Probation, Housing and Police to ensure the safety and wellbeing of the families residing at the scheme.
- Provide scheme cover on a rota basis maintaining safety and security of the scheme
- Keyworker for all customers to identify and achieve outcomes based on the Support Star model, providing housing related support and advice to enable these outcomes to be achieved.
- Ensure the scheme adheres strictly to Child Protection and Family Action plans as agreed with Local Authority Lead Professionals.
- 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 to each customer on their allocated caseload.
- Conduct health and safety flat checks and raise any matters that may cause risk, harm or injury to themselves or others.

Our values



- Responsible for the entire project on a lone working basis to include evenings & weekends, ensuring policy and procedure are adhered to.
- Maintain accurate confidential and sensitive records, including critical data sheets, risk assessments, support plans in accordance with agreed procedures ensuring confidentiality at all times.
- Responsible for the handover process on a rota basis. Including cash handling, critical date and Health and Safety.
- Monitor and enforce the scheme tenancy conditions and house rules.
- 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.

STRENGTHS

- | | |
|--|--|
| ✓ Ability to prioritise a busy workload, working unsupervised and using own initiative | ✓ Excellent interpersonal skills 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 |
| ✓ Ability to calmly deal with emergency situations | ✓ GCSE Maths and English (or equivalent) |

ESSENTIAL REQUIREMENTS

- | | |
|--|--|
| ✓ Ability to use a range of IT Software Packages | ✓ Experience of working in a busy office environment |
|--|--|


 yourhousinggroup.co.uk

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 YHGTV

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your_Housing](https://twitter.com/Your_Housing)



PASSION

PRIDE

CREATIVITY

ACCOUNTABILITY