

# Project Officer

## Grade

G

Adult & Family Services Ops Manager



Operations Manager



Deputy Operations Manager



Project Officer

## 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



**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.

- 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
- ✓ Good administration and organisational skills
- ✓ Ability to calmly deal with emergency situations
- ✓ Excellent interpersonal skills and communication skills with the ability to relate to a wide range of people, including vulnerable customers
- ✓ Ability to maintain accurate confidential records

### ESSENTIAL REQUIREMENTS

- ✓ Ability to use a range of IT Software Packages
- ✓ Experience of working in a busy office environment
- ✓ GCSE Maths and English (or equivalent)

### BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Social Housing experience

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