

Lancaster City Council - Job Description & Person Specification

Job Title:	Household Support Officer	Grade:	GG9	Job Code:	LCC181
Service/Team:	Council Housing	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	Community Housing Manager LCC530
Line Manages: *Title/s & LCC Code	N/A				

Job Overview
<ul style="list-style-type: none"> To work with households, supporting them and building their engagement to achieve positive outcomes, and improving their health and wellbeing through targeted support.
Direct Responsibilities
<p><u>Work with households</u></p> <ul style="list-style-type: none"> To undertake an initial assessment of all new households. To act as key worker for a nominated household being responsible for their needs assessments, action plans, reviews and key working sessions enabling them to move towards independence. To act as a lead professional for nominated households. Being the single point of contact for the household, co-ordinating the delivery of the actions agreed, and reducing overlap and inconsistency in the services received. To undertake outreach work which will include home visits, to offer a flexible support service. To formulate and discharge appropriate action plans, alongside the household. To access a flexible range of programmes of intervention to support households. To advise and inform the household about relevant local services. To work with the household, supporting them and building their engagement to achieve positive outcomes through targeted support on a one-to-one basis with the household and through agreed and appropriate referral to other services and agencies. To identify and manage risk, including completion of risk assessments with regular reviews. To act as advocate, mediator and negotiator in confrontational situations, maintaining communication with households and other agencies. This will include initiating and participating in meetings to discuss and develop ways of resolving problems. To assist households to apply for benefits, including writing appeals and reports in support of appeals and attending DWP tribunals with the applicant. <p><u>Victim support</u></p> <ul style="list-style-type: none"> To support victims of ASB and crimes through maintaining regular contact with referred households.

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- To undertake assessments of victims’ needs and commission a range of services to support identified needs.
- To ensure that victims identified service needs are met satisfactorily.

Liaison with other agencies

- To ensure effective communication between the service, the household and relevant agencies.
- To act in accordance with Council’s adult and child protection procedures and ensure the job holder keeps up to date with relevant training in this area.
- To attend and contribute to household intervention, troubled families, child protection conferences, reviews, core group meetings, support plan meetings and I reviews as appropriate, which may include the Common Assessment Framework (CAF) and act as a lead professional.

Monitoring and evaluation

- To keep accurate electronic daily records and all documentation pertaining to meetings/contact with the household, and relevant professionals.
- To effectively manage a case load producing chronology reports and case summaries.
- Contribute to a quarterly monitoring report as required.
- To identify and evidence achieved outcomes.

Other Organisational Responsibilities

- To attend out of hours meetings and visits, for example evening home visits.
- To regularly attend local area meetings and conferences and other meetings or working groups for exchange of information and “best practice”.

To ensure the boundaries of confidentiality and good professional practice are maintained toward service users and with the fullest co-operation toward partner agencies.

Primary Measurable Objectives

- Managing a caseload of tenants who require intensive support to sustain their tenancy.
- Represent the Council at multi-agency meetings as appropriate.
- Develop links to improve the services available to support vulnerable tenants & their families.

Staff Management Responsibilities

- **None**

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> • Minimum of 4 GCSEs at Grade C including Maths and English or equivalent qualification. • Qualification level 3 (e.g. A-Level, AS Level, NVQ Level 3) • In depth knowledge and experience of current Housing Benefit, Universal Credit and Welfare Benefits legislation • Knowledge of the social housing sector and current community issues such as poverty, mental health issues, and support 	<ul style="list-style-type: none"> • CIH level 3 • One years' experience working within a support related environment • Experience of working with vulnerable groups including those who are financially and socially excluded • Experience of working with individuals on a 1:1 basis and setting appropriate professional boundaries Experience in the management of rent accounts 	App Form, Interview, Certificate
Experience	<ul style="list-style-type: none"> • Understanding of child protection policies and procedures and the importance of safeguarding children, young people and vulnerable adults • Assessment skills and ability to identify families who may be at risk, their support needs, plan, implement and monitor the emotional and practical support to increase resilience and reduce risk factors 	<ul style="list-style-type: none"> • Knowledge of additional support services available for families and experience of signposting or referring families to these services • Practical knowledge and experience of working with vulnerable families and being aware of any issues a practitioner may face while working with vulnerable families • Excellent verbal and written communication 	App Form, Interview

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		<p>skills; able to communicate information with clarity and accuracy</p> <ul style="list-style-type: none"> • Ability to interpret information, identify issues or problems, and deliver and record accurate information 	
Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to prioritise workload, self-motivate and work to tight deadlines on own initiative • Ability to carry out benefit assessments using QBC 	<ul style="list-style-type: none"> • Ability to suggest new ways of doing things to solve problems • Ability to plan and prioritise own workload to meet individual deadlines and performance targets when under pressure • Ability to plan and prioritise own workload to meet individual deadlines and performance targets when under pressure • One years' experience of dealing with the public both face to face and on the telephone 	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills		<ul style="list-style-type: none"> • Ability to assess circumstances and exercise judgement, to tailor the income management approach to meet individual needs • Ability to provide a customer focused 	App Form, Interview

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		<p>service and to balance this with an awareness of wider service objectives</p> <ul style="list-style-type: none"> • Excellent interpersonal skills; able to develop effective working relationships with stakeholders at all levels • Self-motivated and performance driven 	
Special Requirements/Other	The hours of work are 18.5 hours per week, working between Monday to Friday.		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	