

Job Description

Job Title: Single Homeless Pathway Officer	Service Area: Homelessness Prevention & Advice	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number: 7053
Grade: PO2 (Fixed Term Contract: 12 months)	Date last updated: October 2023	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

- Support the efficient functioning of the single vulnerable homelessness pathway, by facilitating moves through the pathway into adequate placements as according to individual move on/support plans and the priorities of the Local Authority.
- Triage referrals and refer clients via person matching into most appropriate provision as outlined in the Pathway Plan.
- To support the Senior Manager (Pathways) by undertaking the assessment and investigation of homeless applications under Part VII of the Housing Act 1996 (as amended) where prevention/relief is not possible, and inform clients and key stakeholders of their assessment outcome and alternative options which will prevent or relieve homelessness.
- Work closely with the Newham IRSS commissioning team in a solution focussed mindset to identify barriers and bottlenecks in the pathway.
- Support the Street Population Manager in continuous delivery of operational tasks and strategic objectives essential in preventing rough sleepers returning to the streets and safeguarding vulnerable adults.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Stay informed of changes in legislation and regulations that affect the single homelessness population.
2. Seek to minimise the use of temporary accommodation for single homeless persons across HPAS where homelessness can be successfully relieved through the Pathway including regular case audits, training sessions and informative literature.
3. To support the Senior Manager (Pathways) by undertaking PVII Homeless Assessments of single persons affected by the Streamlined Asylum Process (SAP).
4. To support the 'Welcome Newham' initiative, attending One Stop Shop Sessions where available and undertaking training sessions for new residents with regards to the Pathway and expectation management.
5. To collate information on placements within the Pathway ensuring it is reported as per the Pathway Plan.
6. Maintain oversight of all placements and ensure resources are managed efficiently and regularly linking in with commissioners to update accommodation activity.
7. Support with case management for all navigator posts, collating activity data to inform commissioning led activity and Delta returns.
8. Prepare for local Rent deposit arrangements and processes advised by commissioners.
8. Manage and plan alongside the Street Population Manager and Senior Manager (Pathways) for future accommodation responses to SWEP or any other emergencies.
9. Lead on logistics for placements moves within the pathway in response to placement breakdowns and identify when PVII duties may apply.
10. Maintain voids to a minimum with agreed turnaround time including cleaning operations to assist with accommodation moves.
11. Attend panels as outlined in the Pathway Plan to support navigators and advocate for clients cases where there are difficulties and progress all safeguarding alerts
12. Assist the Street Population Manager and Senior Manager (Pathways) in responding to enquiries and complaints from members, service users, partner agencies and the public about rough sleepers and associated ASB as prescribed by the Council's procedures
13. Seek authorisation and approval for payments to provide emergency overnight accommodation placements made by the Outreach team for rough sleepers in line with agreed protocols and informing the commissioners.
14. To ensure that all relevant information is stored on the Council's and CHAIN databases as required.
15. To attend case conferences on complex needs clients with internal and external partner agencies including Safeguarding, CGL, RAMP, EASL and Mental Health where applicable.
18. To work in partnership with the Integrated Outreach and Floating support service and jointly working with a range of partners and commissioners.

19. Work with the commissioning team to ensure maximisation of income through housing benefit.

20. To write and issue statutory S184 decision letters, letters of referral to other authorities where an applicant's local connection lies elsewhere, and outcome letters, to advise the applicant of the outcome of their initial interview.

21. Any other duties as required to meet area operational requirements.

To undertake all responsibilities listed below:

- 20. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
- 21. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
- 22. To participate in appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
- 23. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- 24. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
- 25. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
- 26. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
- 27. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.



Personal Specification

Job Title: <ul style="list-style-type: none">• Single Homeless Pathway Officer	Service Area: Homelessness Prevention & Advice	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number: Old 6697 New 7053
Grade: PO2 Fixed Term Contract: 12 months	Date last updated: October 2023	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also

shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
<p>KNOWLEDGE: A comprehensive knowledge of the relevant legislation relating to housing and homelessness, Codes of Guidance and case law.</p> <p>A comprehensive knowledge and understanding of the housing and support needs of homeless and housing applicants and tenants.</p> <p>Specialist understanding of at least one of the complex needs cohort, and demonstrable evidence of putting this into practice within a partnership capacity</p>	<p>Experience of working with vulnerable rough sleepers and single vulnerable homeless adults.</p>	<p>Application, Test and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>EDUCATION/QUALIFICATIONS Educated to degree level standard or equivalent or demonstrable suitable experience</p>		
<p>SKILLS, ABILITIES & EXPERIENCE: Experience of dealing with at least one of the complex need cohort in terms of creating and implementing effective solutions based around their need.</p> <p>Experience of working in a service within a pressurised and high profile environment within a multi-disciplinary team, providing a quality service.</p> <p>Experience of developing and maintaining effective strategic and operational partnerships across both statutory and voluntary organisations.</p> <p>Experience of achieving performance targets and meeting departmental objectives.</p> <p>Experience of using different IT systems in order to monitor delivery of targets and drive improved service.</p>	<p>Experience of person matching to appropriate provision via case management.</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR: <u>Focuses on People:</u> Excellent interpersonal skills including active listening, advocacy and a win-win approach with all stakeholders</p> <p><u>Takes Ownership:</u> Proactive in seizing opportunities and takes responsibility for ensuring the best possible outcome for clients</p> <p><u>Works Collaboratively:</u> Ability to gain, and retain, the confidence and respect of strategic and operational partners.</p> <p><u>Communicates Effectively:</u> Excellent communication skills both verbally and in writing, including the ability to produce detailed policies, pathways and reports.</p> <p><u>Focuses on Results:</u> Ability to gather information and interpret complex issues e.g. legislation and case law quickly, to think creatively about problems and identify solutions.</p> <p><u>Calmness under pressure:</u> Ability to thrive in a challenging and pressurised environment, with competing service demands and tight deadlines</p> <p><u>Self-starter:</u> Ability to work unsupervised, prioritise workloads and achieve targets and deadlines.</p> <p><u>Respects and understands individual's needs:</u> Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances.</p>		<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application, Test and Interview</p> <p>Application, Test and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>OTHER SPECIAL REQUIREMENTS: Willing to work outside normal working hours to respond to emergencies or attend meetings as required.</p> <p>Demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policies.</p>		<p>Application</p> <p>Application</p> <p>Application</p>
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