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**Job Title:** HELP Personal Case Officer

**Responsible to:** One Stop Shop Project Co-ordinator (Westminster City Council)/Vital Regeneration Manager (Matrix Management)

**Location:** Westminster

**Contract:** Fixed term contract 1st Sept 18 to 31st Dec 18.

**Hours:**  Full-time, 37.5 hours per week

**Salary:**  £28,000 pa

***This role is subject to an Enhanced Criminal Records Bureau disclosure check***

**Vital Regeneration**

It is the mission of Vital Regeneration to create life changing learning, employment and enterprise opportunities, enabling people and communities to realise their potential to fulfil our mission, our aim is to deliver innovative programmes that increase personal and household incomes, improve learning outcomes and enhance wellbeing and resilience of people experiencing homelessness in London. The key target group for our services are people who are at risk of homelessness or have been accepted as homeless and are living in Temporary Accommodation (TA). This group is the focus of our Homelessness, Employment & Learning Project (HELP) which has been working to support people in TA since 2006.

**HELP One Stop Shop**

The HELP One Stop Shop is a programme working together in partnership with Westminster City Council, Vital Regeneration and FEANTSA (European Federation of National organisations working with the homeless). The programme is funded by EaSI (European and Social Innovation) over two years. The aim of the programme is to bring together a team of

Professionals from different service areas – housing, employment, health support - into a single location (a one-stop-shop), to deliver holistic, person-centred support to vulnerable households via a case worker model. This model will be tested for its effectiveness, replicability and findings disseminated to partners in other European cities through the European Federation of National Organisations Working with the Homeless (FEANTSA). The progress and results of the intervention will be peer reviewed by European cities and organisations active in the area of homelessness and social inclusion through two peer review meetings in London which will include projects with similar objectives being delivered in other large EU cities.

**Purpose of Job Role**

* Work as part of the HELP One Stop Shop to deliver holistic, person-centred support to a caseload of homeless and insecurely housed households, with the aim of supporting them to become economically active, more resilient and financially self-reliant
* To lead on the elements of the project related to supporting the household to access employment
* To be the main point of contact for the household accessing the project

**Key duties and responsibilities**

* **Service delivery**

Deliver a specialist service, carrying out a range of skilled activities to maximise service quality and continuity. Maintain, develop and review systems, processes and procedures to secure a cost effective service and continuous improvement.

* **People and partnerships**

Provide experienced, qualified advice and guidance to identify risk, support the resolution of issues and informed decision making, and help others to develop their knowledge and expertise.

* Liaise and communicate effectively within the HELP One Stop Shop and externally as appropriate, to consult on plans and projects, share knowledge or best practice, and help champion the HELP One Stop Shop’s approach to improving services.
* **Resources / Financial management**

Assist with the monitoring, analysis and management of delegated budgets, funding and resources in accordance with policies and procedures. Support the development of outcome based commissioning models and/or income generation opportunities to help Vital Regeneration deliver value for money.

* **Values and behaviours**

Positively demonstrate Vital Regeneration’s values and behaviours and those of the ESAI partnership in your role to support the achievement of the charity’s vision and mission.

* **Compliance**

Understand and comply with relevant legal, regulatory, policy and procedural requirements and standards and escalate/report concerns to management as appropriate.

* **Equality and diversity**

Familiarise, uphold and promote the aims of the Vital Regenerations’ equality and diversity policies and those of the EAI partnership in the course of day-to-day work.

**Specific Responsibilities**

* To act as the main point of contact for households accessing the Housing & Employment One Stop Shop and to lead on the delivery of Employment Support to these households.
* To achieve a target of at least 25% into sustainable employment of at least 6 months as well as a range of other targets aimed at supporting the person the full way along their ‘customer journey’ towards work and settled housing.
* Working with the wider One Stop Shop team, complete holistic assessments with each household on the caseload, to identify the household’s strengths and the full range of needs they may have, which could be blocking their progress towards getting a job and accessing settled accommodation.
* To develop SMART, holistic support plans to address these barriers, promoting the household’s resilience and building their capabilities.
* To complete ‘Better off In Work’ calculations and assist the client with personal budgeting and debt management.
* To work with the household on an ongoing basis, helping them explore the possibility of change and supporting them to achieve their goals.
* To work with employers and existing job-brokerage services to identify suitable paid job opportunities, work trials, placements or volunteering opportunities that could be offered to unemployed people on the caseload.
* To liaise with the One Stop Shop team and wider virtual network, helping the household to access any additional services they need.
* In particular, to work closely with the housing officers within the One Stop Shop to secure an offer of Private Rented Accommodation for the household
* To provide in-work support to those who have found a job via the programme.
* To ‘Think Family’, taking a whole family approach to supporting the household.
* To be responsible for inputting accurate records into computerised databases in a timely way.
* To be highly flexible and willing to undertake all other duties as required.

**Work Experience**

* Experience of working in a customer facing role, ideally supporting long term unemployed people back into employment
* Experience of working with people who have complex needs (for example substance misuse issues, mental and physical health problems, literacy and language barriers, insecure housing situations) and an understanding of how these needs combine to create social disadvantages and exclusion
* Experience of assessing support needs and developing/brokering support pathways for vulnerable people
* Ideally, experience of using motivational interviewing techniques, group work, life coaching or other therapeutic interventions to support service users

**Skills / Knowledge**

* Excellent customer care skills and the ability to work with individuals with a person-centred approach
* An enthusiastic, empathic and non-judgemental attitude, personally resilient
* Ability to work under pressure, prioritise workload and meet performance targets
* A good grasp of the benefits system and experience of supporting service users to navigate this
* An understanding of how mental health difficulties and long term unemployment affect motivation
* A good understanding of best practice, national initiatives and policies and aimed at getting people back into employment
* A good working knowledge of the network of both statutory and non-statutory social and community services and how these may be utilised to support vulnerable people re-entering the labour market
* An understanding of Safeguarding procedures and an ability to undertake basic risk assessments
* Highly flexible, self-managing and self-motivating and able to work day to day with a minimum of direct supervision

**Terms, Conditions and Staff Benefits**

* Office hours are 9.00am – 5.30pm Monday – Friday. (there is some flexibility around these hours)
* Annual leave allowance is 25 days per year plus statutory public holidays
* Season ticket loan scheme
* Contributory pension scheme
* Life assurance scheme
* Childcare voucher scheme

**Personal Specification**

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| **Qualifications & Experience** | **Essential (E)****Desirable (D)** |
| Have relevant previous experience of advice and guidance in a similar employability and benefits advice service | E |
| Knows how to complete a ‘Better Off calculation’ and read results. Experience of supporting with debt and household budgeting | E |
| An excellent all-round working knowledge and understanding of the benefits system and the implications when clients start/return to work | E |
| Experience of working in a target driven environment supporting vulnerable people mostly families | D |
| Has experience of direct contact with employers to open up job and volunteering opportunities | E |
| **Competencies** |  |
| A broad understanding of statutory homelessness and insecure housing | D |
| Able to identify risk and help families to resolve issues to overcome barriers preventing them from entering work | E |
| Comprehensive IT skills including MS Office Package | E |
| Excellent time management skills and the ability to prioritise, particularly under pressure | E |
| Able to provide support, advice and guidance in a range of settings, with clients from diverse multicultural backgrounds | E |
| Ability to manage an intensive, high need caseload of 25-30 households per annum | E |
| Excellent communication skills. Both spoken and written | E |
| A good listener who can build rapport easily with people, able to digest and reflect on issues by having a calm and collected approach | E |
| Able to work well as part of a supportive team, be able to cascade new knowledge and offer support when required | E |
| Confident working independently and remotely | E |
| Pro active approach to work and motivated to continually improve quality of service | E |
| Proven ability to maintain administrative systems and records, data entry and monitoring skills required | E |
| Be willing to build on own personal skills by undertaking training and development opportunities | E |
| Ability to professionally develop relationships with a range of partners and stakeholders | E |
| A willingness to be flexible in work patterns to occasionally work outside office hours | E |