**Job Title**: Case Work Coordinator and Housing Management Officer

**Service**: Devon & Cornwall Supported Service

**Location**: Devon & Cornwall

**Salary**: £23,000 pa (pro-rata for part-time hours) ???????check

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

**Working Pattern**: 5 days a week, participate in an out of hours call rota.

**Responsible to**: Service Manager Devon & Cornwall Supported Housing

**Responsible for**: Day to day responsibility for managing referrals, assessing, and supporting clients in a way that allows them to maintain accommodation and make positive changes in their life. You are expected to develop effective and productive relationships with key partner agencies that facilitate production of multi-agency support planning. As a Case Work Coordinator, you are required to work with the clients to maintain units of accommodation to a high standard of health and safety and work closely with them to establish effective management of personal finances for example, supporting the client to complete benefit claims and budgeting. The coordinator is responsible for maintaining accurate and timely records of all client interactions and where necessary working with the rest of the team to produce reporting for partners and funders.

Proactively managing Julian House managed properties. Taking a lead in the assessment of potential residents and promotion of the accommodation to minimize voids. Working in conjunction with Devon & Cornwall Supported Housing Service staff to ensure appropriate action is taken to address rent arrears and charges including the support of SMART payment plans which work towards savings and good financial management. Working with other teams and external agencies as needed to ensure efficient information sharing and joint working, including attendance at internal and external meetings.

**About the Service**: The service is for people who have a recent history of homelessness that are moving on from first stage accommodation. These clients have led complex lives and may have experienced or still be experiencing, trauma, mental ill-health, substance misuse, domestic abuse and may be involved with diverse service providers. The aim is to empower clients to develop their skills, resilience, and independence, as a steppingstone to sustained recovery and move-on within 12 months, to their own tenancy. With support this role will ensure the safe running of 11 units, developing systems that permit units to be maintained at appropriate health & safety and fire standards. You will work closely with referral agencies to maintain adequate waiting lists, ensuring that voids are minimised and that rent, and service accounts are maintained effectively.

This role sits within the Devon & Cornwall Supported Housing Service, this wider service includes: 21 units for medium support need clients, 16 (increasing to 22) units for medium and high-risk prison leavers, and 8 units for medium to low needs young people <24yrs with experience of care and or homelessness.

**Key Responsibilities**

**Service Delivery**:

* Ensure that all clients are provided with a high-quality person-centred service which takes a strength-based and trauma-informed approach.
* Complete needs assessment/risk assessment for clients leading to the delivery of key elements of support plans which meet individual clients’ needs and self-selected aspirations.
* Build positive and effective working relationships and agreements with relevant external agencies.
* Progress and track referrals made into the service and outcomes for service users moving on from service.
* Utilise private rented move on opportunities to ensure effective service move on pathways.
* Give clients advice, information and provide an enabling service so that they can be signposted to and access appropriate services.
* Working with Julian House’s Client Activities & Involvement Officer facilitate access to meaningful occupation opportunities for all clients.
* Ensure that administration is done promptly and to a high standard using the electronic case management system; with detailed, concise and accurate records.
* Support analysis of this data, indicating areas of unmet need, and contribute to recommendations for changes in services.
* Ensure all clients in the service are aware of their rights and responsibilities.
* Ensure clients views and feedback influence the design and delivery of the service.
* Ensure the service meets targets set out in the contract specification, as well as internal KPIs and compliance.
* Produce accurate reports and data as requested and at specified intervals.
* Manage incidents and safeguarding and to ensure action is taken and followed up where required.

* Take part in rostered systems of working which may include weekend and evening working as required.

**Housing Management**:

* To keep an accurate up to date record of private rented accommodation vacancies across Julian House Devon & Cornwall Supported Housing Service ensuring relevant managers are aware of the current position on a weekly basis, and in response to changes.
* To market services and work with Julian House staff to build a waiting list for Devon & Cornwall Supported Housing Service bed spaces where possible and appropriate.
* To ensure that all rent and service charge accounts are up to date, monitored regularly and that relevant action is taken in line with Julian House procedures.
* Ensure residents are kept fully informed of the balances on their rent and service charge accounts.
* To provide a comprehensive and focussed housing management service for residents in Julian House Devon & Cornwall Supported Housing Service.
* To take prompt and considered actions as a team to address arrears or anti-social behaviour within accommodation, up to and including eviction.
* To carry out home visits to all residents, prior to the notification of eviction on financial grounds, with the aim of prevention. Wherever possible we seek to establish financial management plans that mitigate need for eviction.
* To work with Finance Team to ensure full rent recovery.
* To be responsible for the monitoring and recovery of former tenant arrears, which includes liaising with external agencies.
* To maintain an up-to-date knowledge of housing and welfare benefits to ensure that residents are provided with welfare benefits advice and debt counselling and to be aware of specialist agencies in the area to which residents can be referred.
* To undertake and record relevant Health and safety checks and risk assessments within Devon & Cornwall Supported Housing Service.
* To liaise with landlords, brokering positive tenant landlord relationships.
* To assist with the tenancy ending of any private rented property leased by Julian House.

**Health and Safety**:

* Comply with and implement our Health and Safety policies, ensuring all checks take place and are recorded.
* Work within our fire safety policies, taking responsibility for the oversight of fire safety management within the service.
* To proactively manage the safety and security of building(s), ensuring that any maintenance issues are quickly identified and addressed.

**Liaison with Outside Agencies**:

* Represent Julian House on external bodies as appropriate to the remit of this post.
* Work collaboratively taking a multi-agency approach to safeguard clients.
* Develop professional relationships with external partners to enhance service provision and client outcomes.

**Other Duties**:

* Act in accordance with the aims of Julian House and implement and follow all our policies and procedures and in particular work in accordance with the Equal Opportunities policy and aim to counter all forms of discrimination.
* Ensure that financial procedures are always maintained in accordance with our procedures.
* Actively contribute to service and organisational meetings and working groups.
* Work flexibly including evening or weekends where required.
* Participate in then Devon & Cornwall on call rota system providing support to clients outside of core working hours.
* Use supervisions and reflective practice opportunities to consider your strengths, weaknesses, thoughts, beliefs and motivations.
* Represent Julian House in a professional and courteous manner at all times.
* Any other duties within the scope of the post as directed by the Service Manager or other senior staff.

**Person Specification**

**Values**:

* Has the courage and commitment to challenge bias or discrimination that impacts the client group (ESSENTIAL).
* Empathy and understanding of the needs of Julian House Clients (ESSENTIAL).
* Commitment to equality of opportunity (ESSENTIAL).
* Commitment to continuous improvement of service and Reflective Practice (ESSENTIAL).
* Reflective (ESSENTIAL).
* Honesty, open mindedness & willingness (ESSENTIAL).
* Committed to development of a ‘better together’ system for Devon & Cornwall (ESSENTIAL).

**Knowledge & Skills**:

* Good knowledge and ability to use Microsoft Word, email and basic spread sheets (ESSENTIAL)
* Understanding of the causes of homelessness and social exclusion and approaches which seek to address these (ESSENTIAL)
* Excellent verbal and written communication skills (ESSENTIAL)
* Understanding of Benefits and Housing Benefits systems (DESIRABLE)
* Ability to undertake Needs Assessment and Planning for people with complex social needs which includes taking a lead on multi agency working and partnerships (ESSENTIAL)
* Understanding of complex needs and how to put the client at the centre of your work (ESSENTIAL).

**Experience**:

* Previous work with socially excluded people (ESSENTIAL)
* Working as part of a team in a social or health care setting (ESSENTIAL)
* Working with people with complex needs and challenging behaviour (ESSENTIAL)
* Personal experience of homelessness or social exclusion (DESIRABLE)
* Working with finance (DESIRABLE)

**Other**:

* Have a full driving license and access to a car for work purposes (ESSENTIAL)