

## ROLE PROFILE

<b>Job Title:</b>	Supported Housing Assessment & Information Coordinator
<b>Based:</b>	The Stables, 1A Merchants Place, Reading RG1 1DT
<b>Hours:</b>	Full Time – 37 hours per week
<b>Reporting to:</b>	Supported Housing Service Manager (SHSM)
<b>Remuneration:</b>	to £22,400 per annum, plus benefits
<b>Job Purpose:</b>	To provide an effective, proactive and efficient assessment and administration service to the Supported Housing Service Manager

### Key Accountabilities

#### Assessments

- Manage and collate relevant information regarding referrals from Reading Borough Council and log, track and monitor on client database system (currently OCC) and Launchpad's referral tracker
- Represent Launchpad at Access Panel meeting, individually or with the SHSM. Liaise with Reading Borough Council's Access Panel in relation to referrals as well as updating on clients either weekly or when relevant
- To lead on the interview, assessment and selection processes for Supported Housing
- To liaise with other relevant referring services to maintain effective communication in relation to referred clients and prospective clients
- To gather relevant data and information in order to assist with and inform the selection process from relevant stakeholders and other statutory organisations
- To manage the administration of clients accessing the service including but not limited to communicating to referring agencies and applicants in relation to interviews
- To provide detailed feedback to Reading Borough Council or referring agencies including the creation of New Entry Agreements where appropriate
- To create comprehensive risk and need assessments with a relevant support plan
- To provide interim support to clients whilst on the waiting list and make regular contact whilst monitoring that their personal circumstances are sustained
- To support successful applicants in ensuring that required information is collated and provided to other colleagues, including Housing
- To proactively liaise and assist the Housing Team with regard to viewings and sign-ups for clients to minimise void losses. Following sign-up, to hand clients over to their new support worker and be present at the first client meeting
- To provide feedback to inform continuous improvement to the assessment process

### **Information & Data**

- Report on Key Performance Indicators (KPIs) for the Supported Housing Working Towards Independence (WTI) contract and provide detailed analysis and reports to the SHSM using relevant reporting tools and collating data from relevant departments
- Update weekly tracker spreadsheets such as Move In-Move On (MIMO), room and fire checks, support planning data, safeguarding, and house meetings
- Complete client file audits, supporting the team to ensure files are up to date
- Collate and process statistics relating to client feedback
- Responsible for timely OCC administration, including adding and deleting new starters and leavers, reporting any issues with the database to the provider in a timely manner
- Update internal policies, procedures and processes as requested by the Supported Housing Service Manager
- Take and circulate minutes for relevant meetings eg, MIMO, ACTION and team meetings.

### **Office & Environment**

- Handle telephone queries and messages from members of the public, clients and other professionals, accurately log enquiries on our database and pass on information to the appropriate people. Support the team to provide duty cover when needed.
- Ensure visitors are welcomed in a professional manner and directed appropriately.
- Ensure all Supported Housing office equipment is kept operational and well maintained. Brief all Supported Housing staff and volunteers on usage.
- Manage the office administration and housekeeping, undertaking tasks and duties as specified.
- Using Outlook, manage the online room bookings across Launchpad and distribute daily room booking sheets.
- Assist the SHSM in creating and updating a monthly duty rota for the team
- Liaise with the IT Support & Office Coordinator regarding stationery orders, ensuring supplies are adequate for the needs of the team.
- Carry out relevant Health & Safety checks eg, panic alarms and fire checks, reporting any issues to relevant contractors and advising the Housing Team.
- Supervision of volunteers / mentors according to the needs of the business
- Management of client information leaflets, notice boards, activity timetables, posters and external and internal training prospectuses.

### **Finance**

- Support the Accounts & Income Officer to manage the petty cash float, producing monthly expenditure reports for Finance.
- Complete all financial transactions in accordance with Launchpad's procedures.

### **General**

- To attend and participate in team meetings, reflective practice, group briefings, 1to1's, annual reviews, internal and external meetings, qualifications and training courses where appropriate
- Assist in the promotion of awareness of homelessness and the needs of homeless people in the wider community
- Observe and work within Launchpad's values of Respect, Empower, Integrity and Influence
- Operate within the framework of policies and procedures within Launchpad
- Be prepared to work flexible hours according to the need of the contract and clients
- Any other duties commensurate with the role

## PERSON PROFILE

### Knowledge, Skills and Behaviours

- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Excellent IT skills including Microsoft Office (Word, Excel, Internet Explorer and Outlook)
- Ability to assess and recognise client support needs and risks and identify appropriate interventions with ability to reflect these in high quality needs and risk assessments
- Ability to engage clients, work with challenging behaviour and coordinate appropriate interventions
- Ability to record and report work to a high standard, concisely and effectively, using IT systems
- Resilience to deal with longer term clients and maintain motivation levels
- Ability to manage multiple and conflicting priorities and adapt work plans accordingly
- Work in a way which promotes client independence and demonstrates equality of service to all
- Work on own initiative using safe working practices
- Strong communication and interpersonal skills and the ability to remain calm under pressure
- Willing and able to work as part of a team and be supportive to colleagues
- Knowledge of safeguarding children and vulnerable adults
- Good understanding of welfare benefits and Welfare Reform
- Excellent data analysis skills, with attention to detail as well as report writing skills
- Excellent understanding of housing and homelessness legislation, housing law and complex support needs including substance misuse and offender management
- Previous use of PSOCC software package (Desirable)

### Experience

- Minimum of 2 years' experience of assessing vulnerable clients; also possibly those with complex needs
- Experience of multiple needs and working in a multiagency solution focused way

- Working in an environment where KPIs and reporting are a fundamental part of the role
- Experience of supervising, coaching and motivating a team of volunteers and peer mentors
- Previous experience of working with high support, single homeless clients and families with multiple support risks and needs
- Demonstrates good professional relationship building at all levels
- Experience of networking and influencing housing providers and/or agencies

### **Education, Qualifications and Training**

- GCSEs or equivalent including English and Maths at grade C or above
- Housing or social care related qualification or professional qualification in substance misuse, counselling, psychology or social work (Desirable)