

ROLE PROFILE

Job family	Community Engagement	Role profile number	CE08-2805	Grade H
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative Qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines. Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines. Good Literacy and numeracy skills. Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required. Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area. Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically.

	<p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers.</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required.</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate.</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness.</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Homeless Early Intervention Officer	
Role profile family:	Community Engagement	
Role profile number and grade:	CE08-2805	Grade H
Number of posts:	10 FTE	
Service/Team:	Property & Support Service	
Reports to:	Homeless Early Intervention Team Leader	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to service users, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The Property and Support service is responsible for services to the council's Rough Sleeper team, the management of the choice-based lettings service, the engagement of the private rented sector in providing housing solutions, non-HRA housing management and tenancy sustainment functions, and the management and commissioning of the housing-related support contracts.

Specific tasks include:

- Operation of the council's choice-based lettings scheme Homes4Wiltshire including the allocation of approx. 2,000 pa affordable housing units, support to the council's private registered provider partners and allocation of LCHO (Low-Cost Home Ownership) under the Council's Adopted Allocation Policy.
- Management, support, and advice to rough sleepers in Wiltshire, to include regular engagement, early morning outreach, annual rough sleeper count, severe weather monitoring, making grant applications and managing grants received, including RSI (Rough Sleeper Initiative), NSAP (Next Steps Accommodation Programme) and RASP grant funding to move people from rough sleeping and the edge of rough sleeping into suitable and

sustainable accommodation.

- Engagement of the council's private rented provider partners, managing relationships to identify common goals and maximise nominations of people in housing need on the council's Housing Register to make the best use of the stock.
- Engagement of the private rented sector in providing housing solutions to persons in urgent or emergency housing need for the private rented sector is a sustainable tenure and the operation of the council's landlord incentive scheme Wilts Let.
- Management, commissioning and de-commissioning of temporary accommodation and management and commissioning of the Housing Related Support contracts – totaling £1.8million in early 2022.
- A full tenancy management service (granting of tenancies, health and safety, repairs, tenancy enforcement/anti-social behaviour management, income management, possession proceedings including court attendance) in temporary accommodation provision across Wiltshire.
- A comprehensive and preventative tenancy sustainment service for clients in temporary accommodation or those in the private sector who are threatened with homelessness.

The service is responsible for a diverse range of statutory and non-statutory services, from the allocation of homes, the fire, health and safety and other regulatory responsibilities within our temporary accommodation, provision to the statutory allocation of social housing and the commissioning of housing-related support services ensuring that we comply with current procurement rules, statutory good practice guidance, codes of guidance, legislation and case law around housing and allocations.

Job Purpose

Homeless Early Intervention officers will deliver assertive and proactive advice and support to promote a pre-prevention approach to mitigate the risk of households from becoming homeless across Wiltshire.

Officers will provide a comprehensive advisory and support service to households who are at high risk of becoming threatened with homelessness, to empower them to develop the skills required to become resilient and independent in the community.

The Officers will be required to build and maintain positive relationships with a wide range of partners in both the voluntary and statutory sectors to effectively focus their interventions to the hardest to reach communities, and those households at the highest risk of becoming homeless across the Wiltshire area.

Early Intervention Officers will be required to participate in 'housing drop ins' across different sites within the community to promote an accessible service. This may include environments such as hospitals and community drop ins.

It is integral for the role to be confident in their negotiation and mediation skills as they will be leading on a mediation intervention, trying to rebuild strained relationships between customers and their friends/relatives so they are able to remain in their home. This will require the officer to adopt trauma informed practice.

Specific duties and responsibilities include:

- To take responsibility for, prioritise and manage a designated caseload of households at high risk of being threatened with homelessness.
- To deliver preliminary housing advice, including providing practical financial advice, information and support on a wide range of issues including tenure and housing rights, welfare rights, personal finance/budgeting, life skills.
- To carry out in-depth assessment of customer's housing and support needs and risk levels.
- To identify and provide support to clients affected by welfare reform and benefit changes. To support vulnerable clients affected to consider their options and address any drop in income, for example by applying for relevant funding, grants, appealing decisions and working with the DWP to facilitate this.
- Working in a psychologically informed way, agree support plans with customers that are regularly reviewed and monitored.
- Use skills in key working with customers with both mental health and substance issues to provide support through the appropriate pathways, or to support customers on their journey until they become ready to access relevant services.
- Work with customers, agreeing a plan of support, identifying key priorities and promoting self-advocacy allowing them to manage and sustain their tenancies.
- To represent the service in multi-agency meetings and contribute as required.
- To contribute to the development of services via project teams and other methods as adopted from time-to-time.
- To advise and assist in the identification of safeguarding issues according to the council's safeguarding responsibilities.
- To maintain accurate and comprehensive records and ensure the council's policies of data protection, equality & diversity and confidentiality are applied.
- Any other duties appropriate to the grade of the post.

Specific requirements for this post:

- Flexibility around working times is required to meet the needs and wishes of households, encouraging maximum engagement in support and access to early interventions.
- The role will be performed county-wide; Officers will be required to have their own vehicle and travel around the county.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Qualified to HNC with professional support and advice qualification (such as NVQ Level 3 in Advice and Guidance) or relevant experience
- An advanced working knowledge of welfare benefits
- Advanced knowledge of personal finance i.e. budgeting, debt management
- A proven track record of multi-agency work
- Initiating contacts and making effective contribution to meetings
- Experience of performing mediation interventions

- Excellent communication and negotiation skills especially when working with customers who may be angry, aggressive, upset and distressed
- Understand data protection and confidentiality and the need for accurate and timely recording
- Understanding of current social housing policies and initiatives
- Experience of working in a housing or similar environment
- Self-sufficient in planning and organising own work, including recording, storing and retrieving required data and information
- Detailed knowledge of social housing, private housing sector, landlord and tenant legislation
- Experience of housing advocacy work on behalf of homeless and vulnerably housed individuals
- Experience of working collaboratively with voluntary, statutory and private sector agencies
- Experience of working with clients with complex and challenging health issues
- Experience of assessing customer needs and delivering psychologically informed interventions to ensure needs are identified and met

Desirable

- Knowledge of housing legislation, in particular Housing Act 1996 Part 6 and Part 7
- Knowledge and understanding of the operation of Council's allocations policy and the Homes4Wiltshire scheme

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input checked="" type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted.	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council..	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check.	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police	<input type="checkbox"/>

premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	
This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>