



## Job Description

### Department

<b>Post Title</b>	Housing Support Officer – Gypsy and Travellers		
<b>Post Number</b>	BGNEW	<b>Grade</b>	6
<b>Base</b>	Housing Advice Centre, Ebbw Vale	<b>Hours</b>	37
<b>Car User Allowance</b>	Approved Casual	<b>Disclosure</b>	N/A
<b>Contact Mark</b>	Mark Congreve / Darren Sterry	<b>Updated</b>	April 2021
<b>Politically restricted</b>	No		

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

### Principal Job Purpose

**Responsible to:** Senior Housing Options Officer

**Responsible for:**

Supporting all clients from the Gypsy and Traveller communities within Blaenau Gwent.

### Principal Accountabilities

1. Provide housing related support to all clients from the Gypsy and Traveller communities within Blaenau Gwent.
2. Assess and Provide support for clients to ensure that they are claiming the relevant benefits etc.
3. To carry a caseload of clients with a variety of differing needs and levels of need, depending on their situation.
4. Be responsible for drawing up the Support Plans for the clients, and have overall responsibility for maintaining and updating these, on an ongoing basis.
5. Provide housing related support to enable clients to take on and/or sustain a tenancy to prevent homelessness.
6. To help clients by sourcing appropriate accommodation, where necessary.
7. Encourage clients to fully participate in their community and to engage with the services available to them.

8. Regularly visit clients and provide support, information, advice and other help to enable clients in the pre- and post- tenancy stages of their resettlement.
9. Support the clients with matters regarding benefits and household management, health and wellbeing, budgeting skills, anti-social behaviour.
10. Offer appropriate levels of support in a sensitive manner, taking into account the emotional and intellectual needs of the client, respecting their choice and privacy.
11. Motivate and encourage clients to participate in the community and to promote the achievement of life skills and social skills.
12. Liaise with external agencies, e.g. DWP, Social Services, Health Services, Probation, Substance Misuse Mental Health Services & Gypsy and Traveller Agencies.
13. To attend and participate in multi agency meetings. This list is not exhaustive and includes S.115 and social service case conferences.
14. Carry out all necessary administrative tasks in relation to the job; ensuring all client file notes, support plans and risk assessments are kept up-to-date.
15. Keep the Manager informed of work undertaken with clients.
16. Develop and maintain effective working partnerships and arrangements with all agencies in order to provide the most effective and pro-active service.
17. To develop, collate and monitor statistical information in relation to the service.
18. To Actively participate and contribute to the work of Blaenau Gwent's Supporting People and Homelessness Forum.
19. To assist and contribute to the development and improvement of the Housing Solutions Service.
20. To contribute to relevant strategies, plans, policies and procedures.
21. To maintain case notes and work files on the Abrisas System & any associated spreadsheet etc.
22. To undertake home visits where appropriate.
23. Have good organisational skills, being able to work deadlines and able to prioritise workload and able to use own initiative where required.
24. To provide cover for other Housing Support Schemes operating within the Housing Solutions Team (e.g Housing First Scheme), the processes attached to this and applying all legal tests in line with the Housing (Wales) Act 2014 / Social Services Well-being (Wales) 2014.

## **25. Formal Standby**

The post is required to undertake the Formal Standby and it is therefore expected that you are in the state of readiness to perform specific duties when called out.

The standby rota will commence at the end of a normal working day (5pm) within the service area and will cease at the beginning of the following day (9am).

In relation to formal standby on the weekends (Saturday and Sunday), the standby rota will commence at 9am within the service area and will cease at the beginning of the following day at (9am).

You are therefore required during the period of standby to be:

- Contactable by landline telephone, mobile telephone or pager as available
- Available to attend the work location as required
- Available to respond to a telephone call out as appropriate

26. To undertake any other duties as requested by management

27. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.

28. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

## Person Specification

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
<b>Qualifications/relevant experience</b>					
5 GCSEs A – C grades including Maths and English or Equivalent.	E	✓			
GNVQ or Demonstrate relevant experience in Housing Support Work	E	✓			
<b>Knowledge/Skills – Other Experience</b>					
Knowledge of vulnerable groups and specific issues	E	✓	✓		
Knowledge and understanding of the support providers and agencies that work within the borough	E	✓			
Knowledge and understanding of the Welsh Housing and Social Services Well Being acts	E	✓	✓		
The ability to work with and relate to individuals who disadvantaged, marginalised and/or vulnerable	E	✓	✓		
Ability to work in a pressurised environment which includes having strong organisational skills, ability to manage conflicting priorities and meet deadlines.	E	✓	✓		
Ability to work on own initiative and as part of a team.	E	✓	✓		
Ability to use imaginative solutions to problem solving.	E	✓	✓		
Ability to use specialist I.T. systems, microsoft packages and maintain databases.	E	✓			
Excellent customer care and interpersonal skills.	E	✓			
Effective communication skills both verbal and written.	E	✓	✓		
Ability to liaise with external agencies and partners.	E	✓	✓		
Ability to deliver appropriate advice, guidance and assistance in relation to housing and homelessness queries.	E	✓	✓		
Experience in investigating homelessness applications and dealing with the relevant sections of any duties.	D	✓	✓		
Experience of letter/report writing.	E	✓			

2. Welsh Language Requirements (please select one of the following)	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable				
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).					
Welsh language skills are essential (levels 4 and 5).					

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

<b>3. Special Requirements</b>	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Hold a valid full driving licence and have use of a car for work purposes.	E				

#### 4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓			✓
	Uses initiative to report issues that arise that impact on others	✓			✓

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results	✓			✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge	✓			✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

Assessment Method					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓			✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues	✓			✓
	Takes pride in own work and that of colleagues	✓			✓
	Is respectful, courteous and helpful at all times	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests	✓			✓
	Recognises potential value of others' opinions and actively seeks their contributions	✓			✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand	✓			✓
	Makes sure that people are regularly informed	✓			✓
	Uses appropriate language, gestures and tone when talking with others	✓			✓
	Checks others have understood & seeks advice when necessary	✓			✓
	Actively seeks to improve all forms of communication with others	✓			✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓