

JOB DESCRIPTION

Title of Post:	London CRC Specialist Housing Advisor
Responsible to:	London CRC Housing Advice Team Leader
Location:	Flexible across a Designated Cluster of London Prisons/Community CRC Hubs
Date:	March 2016

PURPOSE OF THE JOB

- To provide Information and advice and to assist clients in the community and in custody to maintain existing accommodation and relinquish tenancies to avoid accruing rent arrears and debt. To provide advice and support to some clients in custody to gain suitable accommodation prior to release.

KEY RESPONSIBILITIES

- Working in a target driven environment to be responsible for addressing all tenancy issues with clients who are in custody and to provide remote support for those who have been referred by the community CRC.
- To maintain effective referral pathways with the Resettlement Team and BCST2 team.
- To ensure client assessments are completed, for the purpose of providing housing advice and interventions aimed at preserving existing tenancies or referral into accommodation, within 5 working days of referral.
- To provide benefits advice and assistance with claiming benefits so as to prevent the loss of existing tenancies, with the support of JobCentre Plus Advisors.
- To signpost clients to external agencies when needed and undertake joint working where appropriate, including direct access hostels and borough HPU's, and with prisoners' existing support network, e.g. key workers, Social Services or Responsible Officers, and also with prison agencies, e.g. Resettlement Advisors, OMU, substance misuse services, CMHT and other London CRC Tier 2 providers.
- To identify if an individual has a statutory entitlement to housing and take steps to ensure this is accessed.
- To support the Resettlement Team in delivering joined up provision of support in prison and through the gate, contributing to release plans as required.
- To identify high risk cases to the Team Leader and work alongside them.
- To support delivery of the accommodation element of the London CRC Getting it Right Programme.
- To work with the Team Leader to recruit and support the use of prisoner peer advisors or St Mungo's volunteers who will work alongside the Specialist Worker
- To fully co-operate with prison security requirements and CRC Hub requirements.
- To offer signposting to support of a practical nature to clients placed into temporary accommodation from prison by their HPU, in a hostel or returning to their own tenancy.
- To take part in supervision with the Team Leader, at least monthly.

- To carry out a range of administrative responsibilities to ensure the smooth running of the service, including accurate and timely recording of statistical data, outputs and outcomes.

GENERAL

- To undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- To cover for other members of the team as necessary.
- To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development, including mandatory and developmental training.
- To attend and participate in divisional and team meetings and other multi-disciplinary meetings as required.
- To adhere to St Mungo's Policies and Procedures at all times.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

London CRC Specialist Housing Advisor

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Skills, Knowledge and Abilities

1. Ability to work as part of a multi-disciplinary, multi-agency team within the prison environment and in the community, and to maintain effective relationships with external agencies.
2. Ability to work to agreed deadlines and targets.
3. Ability to cope with clients with multiple needs, who may display challenging behaviour.
4. Understanding/working knowledge of resettlement and tenancy rescue support.
5. Ability to carry out administrative tasks.
6. Computer literate and knowledge of Microsoft Office
7. Knowledge of, or willingness to learn use of, prison-based and CRC-based secure IT systems.
8. Some experience of working with ex-offenders or people who are homeless/at risk of becoming homeless.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of normal working hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the

following competencies:

<p>Client/Customer Centred</p>	<ul style="list-style-type: none"> • Focused first and foremost on the views and needs of clients and external and internal customers • Responds as speedily as possible to client/customer requests and promised actions • Treats all clients/customers as individuals and takes a flexible and personalised approach to meeting their needs • Holds and promotes a consistently caring and nurturing attitude • Appropriately challenges, to inspire and empower • Continuously seeks new and better approaches to providing high quality services • Finds new and creative ways of demonstrating and communicating impact and outcomes.
<p>Leadership</p>	<p><i>For all staff</i></p> <ul style="list-style-type: none"> • Motivational, positive and inspiring • Visible and accessible • Demonstrates active listening to ideas and issues raised by others and consistently responds to these • Able to lead and engage people to have a vision and to achieve goals • Demonstrates honesty, integrity and fairness and in all conduct • Recognises and values achievements and the contributions of others • Thinks strategically: all plans and activities are informed by a clear grasp of the bigger picture • Makes prompt, clear decisions based on due consideration of risks • Commitment to SMB's values underpins all actions and decisions <p><i>Additionally for managers</i></p> <ul style="list-style-type: none"> • Translates strategic aims into practical and achievable plans • Identifies appropriate measures to evaluate the effectiveness of strategies and plans • Able to maintain engagement and commitment when leading change by identifying and implementing appropriate plans for communication and involvement
<p>Managing People (for line managers of staff or volunteers)</p>	<ul style="list-style-type: none"> • Recruits staff/volunteers of a high calibre • Delegates work appropriately • Takes final responsibility for the work of their team. Prepared to take a little more than their share of the blame and a little less than their share of the credit • Manages staff performance and development effectively: <ul style="list-style-type: none"> ○ Agrees clear, consistent and measurable goals, objectives and standards with individuals ○ Give regular formal and informal evidence-based feedback on performance ○ Carry out staff performance appraisals on time and to a high standard ○ Use regular structured supervision sessions to track progress against performance and development objectives ○ Actively support staff in identifying and planning to meet their development needs ○ Provides regular and effective coaching ○ Identifies problems early and takes appropriate action.
<p>Working Together (with colleagues, clients and external contacts)</p>	<ul style="list-style-type: none"> • Able to develop and sustain effective collaborative working relationships with others inside and outside of St Mungo's • Recognises personal responsibility in supporting others • Listens to and consults others • Maintains a positive outlook at work • Demonstrates awareness of own strengths and weaknesses • Responds positively to feedback and learns from it • Adapts interpersonal style to suit different people and situations

	<ul style="list-style-type: none"> • Shows respect and sensitivity towards cultural and religious differences and actively promotes diversity, equality and inclusion • Brings disagreement into the open for discussion when appropriate. • Is assertive without being aggressive. • Manages conflict proactively and effectively • Keeps emotions under control during difficult situations • Relates well to people at all levels and makes an excellent personal impression on others • Contributes regularly and effectively at meetings, remaining focused on the pertinent issues. • Effective at networking internally and externally for the benefit of the organisation and clients • Seeks to break down silos and promote cross-team collaboration
Communication and Influencing	<ul style="list-style-type: none"> • Speaks clearly, fluently and credibly • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence (where relevant to role) • Written work is clear, concise, and correct (spelling and grammar) • Structures written and oral communications to meet the needs and understanding of the intended audience • Adapts influencing style and techniques for different people and situations
Personal Effectiveness and Adaptability	<ul style="list-style-type: none"> • Possesses sound analytical reasoning skills (including verbal and numerical reasoning) to the level required for the role. • Earns credibility through depth of knowledge/experience • Is able to translate knowledge/experience into clear practical advice to others • Continuously seeks appropriate learning activities to develop own knowledge and competences • Takes on challenging tasks willingly and with a 'can do' attitude • Is solution and not problem-focused. • Works in a systematic, methodical and orderly way • Consistently achieves deadlines and project goals • Adapts quickly and flexibly to new ideas, demands and changes • Shows resilience and reliability under pressure.
Creativity and Future Focus	<ul style="list-style-type: none"> • Is aware of the need to work in a competitive, innovative and cost-effective way • Produces new ideas, approaches and insights • Appropriately challenges assumptions and the status quo, and is able to think laterally • Produces workable solutions to a range of problems • Proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues • Identifies and proactively pursues new business and partnership opportunities for SMB • Demonstrates financial awareness and suggests ideas for more efficient use of resources