

JOB DESCRIPTION

Job Title:	Move on Caseworker
Directorate:	Rough Sleepers
Location:	Hackney
Reporting to:	Team Leader – ETE, move on and volunteers
Responsible for:	Volunteers

PURPOSE OF YOUR JOB

The Move on Caseworker will deliver housing related move on support to clients that have been assessed as ready for move on from Clearing House accommodation. The focus will be on accessing move on accommodation that is most appropriate for each client including private rented accommodation, sheltered housing or any other type of accommodation suitable for the client.

The worker will develop move on plans based on individual assessments and proactively develop relationships with landlords of all tenures to facilitate appropriate move on opportunities for clients. The Move on Caseworker will also design and deliver move on training for the team and clients in order to prepare them for the realities of the move on process.

KEY RESPONSIBILITIES

1. Screening move on referrals, ensuring they are suitable and that clients have been sufficiently prepared by their caseworkers
2. Assessing the client's move on needs and aspirations and giving clients and their case workers clear and realistic expectations and advice of the options available to them
3. Using OPAL to accurately record the client's progress and ensuring that move on action plans and follow-up sessions with clients have been completed, and that these link with the action plans of TST Case Workers and result in positive move on for clients
4. Building and retaining successful relationships with landlords and housing providers particularly those accepting housing benefit and creating a database of move on contacts.

5. Developing and keeping up to date any resources that aid positive move on as well as working with staff and volunteers to develop and deliver move on group training and ensuring it is well organised and delivered to a high standard
6. Supporting and escorting clients to accommodation assessments and viewings checking that properties are of an acceptable standard. Going on to support clients with tenancy sign ups and providing support on the move on day where appropriate
7. Assessing client's right to rent in the UK and liaising with appropriate teams and advice services where their eligibility is not clear. This will involve keeping up to date with relevant changes in the sector and supporting the team to understand how these affect clients who are trying to move on
8. Carrying out a range of administrative duties e.g. maintaining records and recording outcomes on the clearing house system
9. Recruiting and overseeing the work of the move on volunteers
10. Overseeing the expenditure of the move on budget and proactively seeking out other funding options, for example grants to help pay for deposits, rent in advance and other move on costs.
11. In collaboration with the Team Leader to regularly review practice and resources to ensure the service is best utilising innovative practice and delivering the best opportunities to the clients.
12. Delivering a move on evening session once a week (5-8pm) to accommodate meetings with clients who work full time. Time of in lieu will be granted for this.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in team meetings and other meetings as required.

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

Move On Caseworker

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

Experience

1. Experience of assessing client needs, offering realistic informed choices and of personalised case management
2. Experience of supporting clients to find affordable housing options within local housing allowance rates or based on their own financial resources and in accordance with their needs
3. Experience of multi-agency working, alongside statutory organisations and PRS landlords

Skills, Knowledge and Abilities

1. Knowledge of the varying housing options available to clients and how to access these
2. Knowledge of housing legislation, welfare benefits including EEA national eligibility and entitlements or a willingness to learn
3. The ability to manage own workload in a fast paced, high pressured environment, with multiple competing priorities
4. The ability to communicate effectively, both orally and in writing with proven IT and administrative skills
5. The ability to cope with and respond to challenging behaviour
6. The ability to design and deliver training
7. The ability to manage volunteers and students
8. The ability to network, liaise, negotiate, influence and maintain good relationships with external agencies, including the ability to challenge decisions where necessary

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

- Genuine interest in and commitment to St Mungo's work and client group.

- An understanding of and commitment to diversity & equality.
- Willingness and ability to work hours outside of normal office 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:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused. <input type="checkbox"/> Is open to new ideas, improvement and change. <input type="checkbox"/> Handles situations and problems with innovation and creativity. <input type="checkbox"/> Shows commercial and financial awareness.
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership. <input type="checkbox"/> Shows self-awareness. <input type="checkbox"/> Works well with other people. <input type="checkbox"/> Collaborates and networks effectively internally and externally. <input type="checkbox"/> Shows sound communication and influencing skills.
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements. <input type="checkbox"/> Able to think strategically. <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. <input type="checkbox"/> Has good writing skills at the level required for the job. <input type="checkbox"/> Plans, organises and manages time well. <input type="checkbox"/> Demonstrates compliance and accountability.
Involving and Including	<input type="checkbox"/> Builds client/stakeholder involvement into all activities. <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop. <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team. <input type="checkbox"/> Provides staff with clear direction and support. <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team. <input type="checkbox"/> Manages the operational aspects of their function efficiently.

- Implements plans, strategies and services effectively.
- Actively contributes to service growth.