

## JOB DESCRIPTION

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| <b>Title of Post:</b>   | <b>Housing Advisor - London CRC</b>  |
| <b>Location:</b>        | <b>Flexible across a Designated Cluster of London &amp; South East Prisons/<br/>Community CRC Hubs</b> |
| <b>Responsible to:</b>  | <b>Housing Advice Team Leader</b>  |
| <b>Responsible for:</b> | <b>N/A</b>   |
| <b>Date:</b>            | <b>March 2017</b>  |

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### 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**

### **Housing Advisor - London CRC**

**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 and interview process, we will be assessing candidates against the following competencies:

| COMPETENCY   | PRIMARY INDICATORS   |
|--|--|
| <b>Improving and Innovating</b>                    | <ul style="list-style-type: none"> <li><input type="checkbox"/> Is client and customer focused</li> <li><input type="checkbox"/> Is open to new ideas, improvement and change</li> <li><input type="checkbox"/> Handles situations and problems with innovation and creativity</li> <li><input type="checkbox"/> Shows commercial and financial awareness</li> </ul>   |
| <b>Interacting and Influencing</b>                 | <ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership</li> <li><input type="checkbox"/> Shows self-awareness</li> <li><input type="checkbox"/> Works well with other people</li> <li><input type="checkbox"/> Collaborates and networks effectively internally and externally</li> <li><input type="checkbox"/> Shows sound communication and influencing skills</li> </ul>   |
| <b>Understanding and Doing</b>                     | <ul style="list-style-type: none"> <li><input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li><input type="checkbox"/> Able to think strategically</li> <li><input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li><input type="checkbox"/> Has good writing skills at the level required for the job</li> <li><input type="checkbox"/> Plans, organises and manages time well</li> <li><input type="checkbox"/> Demonstrates compliance and accountability</li> </ul> |
| <b>Involving and Including</b>                     | <ul style="list-style-type: none"> <li><input type="checkbox"/> Builds client/stakeholder involvement into all activities</li> <li><input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop</li> <li><input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>  |
| <b>Managing and Empowering (for managers only)</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Builds a high performing team</li> <li><input type="checkbox"/> Provides staff with clear direction and support</li> <li><input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team</li> <li><input type="checkbox"/> Manages the operational aspects of their function efficiently</li> <li><input type="checkbox"/> Implements plans, strategies and services effectively</li> <li><input type="checkbox"/> Actively contributes to service growth</li> </ul>  |