



## **Job Title**

### **Homeless Support Service Officer**

The Homeless Support Service Officer will report to the Homeless Support Service Manager at the Folkestone Rainbow Centre, 69 Sandgate Road.

**£21,000 per annum for 37.5 hours per week (excluding lunch breaks)**

The regular working hours are 9:00 – 17:00 hours Monday to Friday but this may be flexible during the Winter Shelter period.

## **Job Description**

### **Purpose**

The Homeless Support Officer will report to the Homeless Support Service Manager and support the HSS staff and volunteers helping rough sleepers and those who are vulnerably housed or at risk of eviction to access housing opportunities and other necessary support. As a homeless support officer, you will be responsible for assessing clients' needs and producing and delivering effective support plans, to find solutions to clients presenting need. We are looking for a highly motivated individual, who can hit the ground running and work to ensure that we really make a positive impact on our client's lives and achieve positive results.

A full training programme will be given to successful candidates

### **Main Duties**

- Work with clients who have complex needs to identify their personal aims and ambitions and work towards achieving them.
- Provide practical and personal support to clients in an approachable, caring and person-centred way.
- Facilitate housing options and offer move-on outreach support for up to 3 months after housing is secured
- Work as part of a dedicated team to provide a safe, high quality, positive and inclusive service to clients.
- Complete administrative records relating to client work, housing management and health and safety.
- Assessing clients' needs and produce support plans
- Advise clients of their rights
- Collate and provide information on vacancies and housing rights
- Make referrals to specialist organisations and services

- Help the service delivery to run smoothly, ensuring that all Health and Safety, and Covid-19 procedures are being adhered to
- Attend to the reception, responding to the intercom in the absence of volunteers as well as answering calls
- Maintain the HSS database, by monitoring and logging clients records and activities on the HSS database
- Being available to resolve volunteer queries and provide the additional support they may need
- Make appointments for clients and external agencies
- Support the Homeless/Winter Shelter coordinator to develop and support the befriender outreach service

### **About you**

To be successful, you will have:

#### **Knowledge**

- Good standard of education with excellent literacy and communication skills **(Essential)**
- Good interpersonal and listening skills, in order to be able to establish an effective working relationship with clients and an enthusiasm to learn and work with clients with a holistic and person-centred approach. **(Essential)**
- Good administration skills, including competence in Microsoft Office applications **(Essential)**
- Work well within a team **(Essential)**
- Possess people skills, alongside empathy and understanding for the clients we work with **(Essential)**
- Ability to multi-task, working collaboratively within a small staff and volunteer team **(Essential)**
- Adaptability, flexibility and use of own initiative are essential **(Essential)**
- Professional attitude when representing the organisation to other partners and stakeholder **(Essential)**
- Self-motivated with the ability to manage own workload and embrace new initiatives proactively **(Desirable)**
- Organised and experienced in using a database is an added advantage **(Desirable)**
- An understanding and empathy with the Christian ethos of honesty, trust and respect **(Desirable)**

#### **Experience**

- Ability to work in close partnership with external agencies and effectively liaise with a range of service providers or agencies; in order to establish or improve services for clients. **(Essential)**
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need. **(Essential)**
- An understanding of working in homeless support services, with a demonstrable knowledge of Housing and other related legislation or willing to be trained **(Desirable)**
- Experience of completing assessments and producing planned co-produced support plans focused on setting and achieving goals. **(Desirable)**

Above all we are looking for an inspirational individual who has a genuine desire to support people to transform their lives and will be committed.

Work within the policies and practices of the Rainbow Centre, especially those relating to adult safeguarding, data protection legislation and good practice.