

Accommodation Support Officer Job Description

Role Title:	Accommodation Support Officer
Base:	Various
Reporting to:	Operations Manager
Contract Type:	Permanent
Hours:	37 hrs
Salary:	£23,405 per annum

YSS enables people to be emotionally resilient, to thrive and feel they belong to a community. We uphold people's rights and responsibilities and enable them to exercise these with dignity and respect.

Since 2003, YSS has been delivering rehabilitation and resettlement services to adults in the Criminal Justice System. In partnership with NACRO, YSS deliver accommodation services to those on a probation community order, or custodial license across Warwickshire, Herefordshire, Worcestershire, Shropshire, and Telford & Wrekin. Our accommodation services include prison pre and post release support

Our aim is to break-down the barriers to maintaining, or securing, suitable and settled accommodation, including difficulties accessing social housing or securing accommodation within the private rental sector due to having served a prison sentence, financial hurdles and/or a lack of knowledge/experience to navigate the housing market.

The Role:

As Accommodation Support Officer you will provide structured, tailored, one-to-one, rehabilitation and resettlement support to individuals on a custodial license and under supervision in the community. The support provided aims to help individuals overcome any barriers to obtaining and retaining secure and stable accommodation so that they can successfully reintegrate into society.

Your role will principally work with individuals managed in the relevant probation delivery units, offering a mixture of face to face and remote working. Your primary base will be determined by the area closest to where you reside and there will be an expectation that you travel to probation offices that you cover at agreed intervals. Mileage costs will be paid from your base to other offices.

There is an expectation for the team to also support delivery in other areas, within our service, according to need.

Summary of Key Responsibilities

- Support service users to sustain, maintain or break down barriers to accommodation.
- Carry out accommodation needs assessments.
- Record, monitor and review progress against individual and service objectives, to demonstrate impact and outcomes achieved.
- Enable and motivate service users to identify and achieve desired accommodation outcomes.

- Actively engage with service users to obtain feedback around decisions that affect them.
- Risk assess and take the necessary actions in respect of any activities/engagement undertaken with service users including personal safety, lone-working and safeguarding.
- Understand professional boundaries and ensure that your role and remit is made clear to all service users you engage with.
- Work collaboratively in multi-agency settings as required. This includes maintaining professional relationships and appropriate levels of confidentiality of information.
- Meet individual performance targets and contribute towards meeting team performance targets in respect of the service.
- Provide cover for other team members of the Accommodation Support Services Team.
- Maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required.

Notes:

- YSS operates in a fast-moving environment and may from time to time vary the content of this job description after consultation to reflect changes to the job, without altering the general character of the post or level of responsibility.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with YSS policies.
- It is expected that weekend and evening work will be a feature of the role from time to time and will be a requirement of the post holder.
- There will be regular travel across Worcestershire and Herefordshire, and occasional travel across other geographical areas that YSS deliver services in, therefore access to a car is essential.
- YSS value people as individuals with diverse opinions, cultures, lifestyles, and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates, to help us reflect our world and the communities we work alongside.
- Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references (one of which must be from your last employer), verifying qualifications, identity checks, and an enhanced (Disclosure and Barring Service) DBS check and, if required, Non-Police Personnel Vetting (NPPV) Level 2.
- You must have the right to live and work in the UK to be considered for this role.

Accommodation Support Officer - Competencies

Skills & experience	<ul style="list-style-type: none"> • Knowledge and experience of supporting individuals in a prison setting, on a custodial license or community order, and/or experience of supporting individuals with an accommodation need. • Competent in a range of IT office applications and use of databases for recording case notes. • Ability to manage high caseloads with differing complexities of support needs • Good literacy and numeracy skills.
Communications and collaboration	<ul style="list-style-type: none"> • Communicates appropriately and consistently across multiple stakeholder groups • Prioritizes activities to meet service users' needs, • Builds professional relationships and networks based on trust • Can work across a wide variety of services and different client groups • Can represent YSS in a professional and credible manner • Understands the principles of risk management.
Leadership and change	<ul style="list-style-type: none"> • Considers the views of multiple stakeholders • Can self-manage, lead and support people through periods of change • Understand their role in the wider organisation and the impact of actions upon the wider business. • Upholds high standards of professional behavior.
Teamwork	<ul style="list-style-type: none"> • Sets service quality standards as part of a team • Provides support and guidance to colleagues and external agencies • Can work towards joint solutions with service users and colleagues • Works collaboratively with colleagues, in other geographical areas, to ensure outcomes for the whole team can be achieved.
Valuing diversity	<ul style="list-style-type: none"> • Commitment to equal opportunities and anti-oppressive practice • Respectful of cultural differences • Openness to recognise and challenge their own prejudices • Able to recognise others' needs in the workplace
Customer focus	<ul style="list-style-type: none"> • Ability to act as an external consultant with partner agencies to design and tailor bespoke solutions • Understanding of the factors that contribute to social and economic exclusion
Think critically	<ul style="list-style-type: none"> • Utilises problem solving tools and techniques, looks at all the options and seeks to identify solutions. • Demonstrates accuracy and detail consciousness in task completion.
Continuous improvement, learning and innovation	<ul style="list-style-type: none"> • Consistently learns about practices, policies and strategies that affect social inclusion (as appropriate to the role) • Contributes to the learning and development of the organisation as a whole • Can evidence in practical ways how practice and services have improved because of a learning culture • Ensure all work is carried out in a safe and appropriate manner and in accordance with YSS policies and procedures e.g., lone working, health and safety, child and adult protection, risk, confidentiality etc. • Create and maintain quality case management records electronically or manually

Why work for YSS?

- Annual leave of 24 days, rising to 26 after 2 years' service.
- Pension Scheme.
- Employee Health & wellbeing plan.
- Childcare Voucher scheme.
- Occupational sick pay.
- Flexible working / hybrid working/ compressed hours.
- Monthly supervision for support / personal development.
- Robust induction and training programme with an organisational commitment to ongoing training and personal development

To apply for this role:

To apply for this role please visit www.yss.org.uk/get-involved/work-for-us/current-vacancies to access our recruitment portal, where you will be asked to submit your CV with a covering letter detailing how you can evidence the competencies required for the role, as well as any breaks in employment.

If you require any assistance with your application or more information on our recruitment processes, please contact our HR Department via email recruitment@yss.org.uk or on 07719 964588.