Job Description

Date  January 2015
Post Title  Crisis Intervention Officer
Post No.  SH0043
Grade  Scp 22 - 25
Section  Housing Needs
Service Area  Regeneration, Investment and Housing
Service Grouping  Place
Responsible To  Senior Tenancy Support Officer

Job Purpose

To offer structured support and services to households who are at risk of being made homeless.

To act as a key worker providing practical and emotional support, advice, information and advocacy towards the goal of sustaining accommodation or securing more suitable accommodation as appropriate.

To liaise with a range of statutory and voluntary organisations to best assist the household concerned.

Key Results Areas

1. To act as key worker for an allocated case load of clients.
2. To act as part of a team, building professional relationships with clients, ensuring that steps are taken to develop and promote independence rather than dependence.
3. To work alongside housing staff to provide the most appropriate and effective service for clients.
4. To carry out appropriate administrative tasks as required.
5. To maintain both manual and electronic records appropriately and in line with Newport City Council's Data Protection and Confidentiality Policies.
6. To work effectively with voluntary and statutory agencies, and liaise with these organisations to promote the needs of the clients being supported.
7. To help clients develop links with appropriate agencies and to access community resources.
8. To advise and/or assist clients with benefit and housing information to maximise benefits and opportunities.
9. To participate in regular monitoring, evaluation and development of the service to ensure good practice is maintained and Welsh Assembly Government Supporting People Reviews are successful.
10. To provide an effective assessment service based on the needs of the individual concerned and to subsequently devise and implement individual personal support plans with clients.
11. To assist in consultation with service users in order to develop, evaluate and monitor the service so that it can develop effectively and improved to meet changing needs.

12. To facilitate advocacy and mediation processes for clients in order to resolve disputes as appropriate.

13. To share responsibility for the health and safety of yourself and others in line with Newport City Council Policies and procedures.

14. To participate in supervision, personal development plans, team meetings, training and other forums and to sign up to and actively promote the Tenancy Support Scheme team ethos.

Qualifications and Experience

Minimum 1 year experience of working with disadvantaged groups of people particularly those who have experienced homelessness.

Supervisory Responsibilities

None

Supervision Received

Housing Needs Manager
Senior Tenancy Support Officer

Principal Contacts

Accommodation providers and staff
Clients
Housing colleagues
Associated agencies

Special Conditions

Disclosure & Barring Service
This post will result in you having contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children’s Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure & Barring Service check. Further information about Disclosure & Barring Service checks and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.
# Job Requirement

**Date**  
January 2015

**Post Title**  
Crisis Intervention Officer

**Service Area**  
Regeneration, Investment and Housing

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential or Desirable</th>
<th>How Tested (S) used at Shortlisting</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications/Knowledge</strong></td>
<td>E</td>
<td>Application Form (S)</td>
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<tr>
<td>1.1 Understanding of homelessness and its impact on individuals and families</td>
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<td>1.2 Minimum of six months working knowledge of housing or supported accommodation</td>
<td>E</td>
<td>Application Form (S)</td>
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<td>1.3 Educated to A Level, NVQ Level 3 or equivalent (or be prepared to undertake study to obtain qualification) or 2 (two) years relevant experience working with clients in housing.</td>
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<td>Application Form (S)</td>
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<td><strong>Experience</strong></td>
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<td>Application Form (S)</td>
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<tr>
<td>2.1 Experience of support work and understanding of assessment, support planning and review</td>
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<td>2.2 Minimum 1 years experience of working with disadvantaged or vulnerable people.</td>
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<td>Application Form (S)</td>
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<td><strong>Aptitudes and Skills</strong></td>
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<td>Application Form</td>
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<td>3.1 Ability to work in partnership with colleagues in the statutory and voluntary sector.</td>
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<td>3.2 Ability to work on own initiative and manage own time effectively.</td>
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<td>3.3 Demonstrate a commitment to team work</td>
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<td>Application Form / interview</td>
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<td>3.4 Good written and verbal communication skills</td>
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<td>3.5 Computer literacy and IT skills.</td>
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<td>3.6 Knowledge of or willingness to learn about housing and welfare benefits.</td>
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<td>Application Form</td>
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Personal Attributes

4.1 To have experience of working in a planned way that empowers residents

4.2 Understand importance of and respect confidentiality

Circumstances

5.1 In order to maximise support for our clients, officers must be able to work occasionally outside normal office hours

5.2 Current driving licence.

Equal Opportunities

6.1 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council