

Safer London

Specialist Housing Resettlement (Case Worker Internal Advisor)

Job Description and Person Specification

Key Role Details

Job title: Specialist – Housing Resettlement (Case Worker and Internal Advisor)

Location: Face to face delivery pan London, agile working for all other duties, office location Southwark

Reports to: Service Manager

Contract: Permanent subject to funding

Hours of work: 35 hours per week-sometimes worked flexibly

Role Description

The primary purpose of the Specialist Housing Resettlement Case Worker is to support young Londoners and when relevant their families who require resettlement support in alternative accommodation. This will be achieved by forming strong relationships with housing providers across London. This role will also interface with Case Workers across the organisation to support young Londoner and their families to maintain their current tenancies and to facilitate the best possible new start for young Londoners who may have relocated to a new area.

Key Responsibilities

1. Delivering effective one to one casework to children, young people and their families in line with the Safer London model of work in collaboration with young Londoners so that their voice is centred, and they receive the required support to meet their individual assessed needs.
2. To make appropriate housing related referrals to private sector landlords, registered social housing providers and identify where statutory duty may be appropriate
3. Ability to build lasting relationships with Housing providers and dependably link young Londoners into housing opportunities, meeting the expectations of both the landlord and the support providers
4. To understand the changing face of the housing market in London and how young Londoners with challenging backgrounds can best gain access
5. To support young Londoners with the transition to holding a tenancy
6. Support young Londoners to make benefit claims, utility sign ups, new location orientation and plugging into localised support networks
7. Strong problem-solving skills when it comes to finding solutions for young Londoners trapped in the cycle of homelessness

8. Focused attention on building and maintaining relationships with progressions providers such as colleges, employers, and training providers
9. Work in a manner which honours our organisational values and is responsive to the trauma and experiences young Londoners, families and communities experience.
10. Carry out robust risk assessments and strengths-based needs assessments, ensuring safeguarding is the priority, to ensure the most appropriate intervention is offered and risks are managed and escalated appropriately.
11. Maintain essential records accurately ensuring high quality case recording.
12. Complete reports (which may be shared with statutory bodies such as the police, courts, children social care and can be shared with the family) that accurately reflect the work undertaken in professional manner.
13. Maintain effective communication both written and verbal whether this is virtual, face-to-face.
14. Hold internal surgeries offering advice and guidance regarding resettlement
15. Act in accordance with safeguarding legislation and guidance, in addition to Safer London's practice guidelines and wider pan London processes and protocols.
16. Undertake any other duties as required and commensurate with the level of this post.

Person Specification

Criteria	Essential /Desirable	A/I/T
Skills and Experience		
Relevant qualification in housing or information and guidance or equivalent experience	Essential	A/I
Experience of managing complex safeguarding issues with children, young people, and adults at risk - including being able to demonstrate effective partnership work	Essential	A/I
Experience of working with children, young people and/or vulnerable adults affected by violence and exploitation	Essential	A/I
Extensive knowledge of the impact of context on children, young people and adults – with a clear understanding of the principles of contextual safeguarding	Essential	A/I
Experience of effectively working with children and families around accommodation – include the rights of care leavers	Essential	A/I/T
Excellent communication skills, both written and verbal, alongside experience of coaching peer's around best practice	Essential	A/I/T
IT literate (Excel, Outlook, Word etc.) and experience of using databases	Essential	A/T
Knowledge		

Demonstrable knowledge of best practice around working with children, young people and/or adults affected by violence or exploitation	Essential	A/I
Knowledge of good practice in relation to working to securing access positive accommodation outcomes	Essential	A/I
Knowledge around best practice and the importance of good quality case recording	Essential	A/I
Values and Attitudes		
Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace	Essential	A/I
Ability to demonstrate, with examples, your alignment to Safer London's values	Essential	I/T