



Job Description: Housing Support Officer (3 vacancies)

Reporting to: Casework Team Managers

Responsible for: Volunteers

Salary: £22.5k - £24.5k approx.– (dependent on length & breadth of experience)

Hours: 35 (full time)

Contract: 12 months with the possibility of extension.

Probation period: 4 months

Location: RMC's Birmingham, Wolverhampton, or Walsall office – working across one or more branches may be a requirement.

About RMC:

The Refugee and Migrant Centre (RMC) is an established, multi award winning charity that provides a safe, welcoming environment to thousands of refugees and migrants living in the Black Country and Birmingham.

Our highly skilled and diverse staff team provide a broad range of services including advice and support on immigration (OISC regulated level 1, 2 & 3), employment, welfare, education, ESOL, housing, homelessness, destitution, citizenship, health and wellbeing.

RMC have been assisting beneficiaries to access and sustain appropriate accommodation and improve their housing and living conditions for nearly two decades. RMC also deals with many aspects of homelessness, destitution, rough sleeping, exploitation etc.

Purpose of the Job:

As the Housing Support Officer, with your insight and knowledge of the housing related issues and regulations, you will work alongside the main casework teams on the delivery and development of our housing and homelessness related provision.

- Providing expert advice to clients on their housing rights, responsibilities and entitlements to enable them to sustain and manage in their accommodation as part of a wider community
- Delivering training and support to colleagues on housing related processes, law, legislation, and changes linked to the Homelessness Reduction Act

Job Description – Housing Officer

- To work with colleagues to provide accurate options to clients based on their status and home office decisions; inclusive of assisting with voluntary returns where feasible and safe option
- To work with colleagues to ensure clients are supported to access the full extent of resources and provisions that they are entitled to; immigration, welfare, health, housing, employment and schools etc., especially clients who have no recourse to public funds
- To create and engage with a portfolio of private sector landlords negotiating on behalf of our clients, securing accommodation, addressing quality concerns and supporting the local authority in raising housing standards
- Engaging with hard-to-reach individuals and communities to provide housing related options.
- Working in collaboration with key partners and providers to address homelessness and tackle rouge landlords
- Developing and delivering housing and welfare related workshops to clients to enable them to sustain and manage in their accommodation as part of a wider community
- To safeguard vulnerable clients and those who are at risk of exploitation due to their status or circumstances, inclusive of those with no recourse to public funds
- To support managers, leading on delivering and evidencing housing, homeless prevention and rough sleeper outcomes based on funder targets

Principal Tasks

- To offer holistic support and intervention to clients who have received notice from the Home Office on their asylum application
- To ensure that clients are supported to access the full extent of resources and provisions that they are entitled to; immigration, welfare, health, housing, employment, and schools etc. especially clients who are with no recourse to public funds
- To positively influence and support clients to access private rented sector housing solutions
- To negotiate and work collaboratively with landlords and housing providers to secure quality and long-term housing for our clients
- To mediate between landlords, housing providers, LA and our clients to offer

remedial action and assistance to prevent evictions

- To work proactively, analysis data to provide adequate intervention; with an ability to coordinate support across all services to meet need.
- To negotiate and work collaboratively with the team and agencies to support our vulnerable rough sleeping clients and those at risk of homelessness.
- To provide outreach surgeries providing expert housing advice and realistic housing related solution to vulnerable individuals and the local community
- To provide accurate options to clients based on their status and home office decisions; inclusive of assisting with voluntary returns where feasible and safe option
- To work with our core client group to empower and enable them to sustain their housing inclusive of income maximisation and community integration
- To develop and deliver training sessions to colleagues on supporting clients sustain their tenancies, sharing your expert insight on the housing rights and responsibilities that are relevant to our clients and their housing circumstances

Flexibility

- In order to deliver the stated aims of this post, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

Job spec

- In-depth knowledge of the private sector housing – law, legislation and client's rights, responsibilities, and entitlements - **Essential**
- Ability to create and deliver workshops to enable individuals sustain tenancies – **Highly Desirable**
- Experience of delivering presentation and workshops tailored to key audiences – **Highly Desirable**
- Excellent record keeping and reporting skills with the ability to work on own initiative to meet KPI's and project outcomes - **Essential**
- Confident in advocating for clients with external partners and agencies - **Essential**
- Up to date knowledge and delivery experience of the benefit and welfare system, especially Universal Credit – **Highly Desirable**
- Knowledge of the Homelessness Reduction Act and ability to safeguard vulnerable individuals from homelessness – **Highly Desirable**
- Demonstrable experience of providing outreach support for individuals within community settings, maintaining professional boundaries at all times - **Desirable**
- Experience of working with vulnerable client groups and supporting them to access realistic options- **Highly Desirable**
- Ability to work in partnership with different teams and funders, having a collaborative approach to working- **Highly Desirable**
- Ability to work flexibly across several projects in a high pace environment- **Essential**
- Commitment to equality and diversity- **Essential**
- Experience of working in a multicultural environment and sensitivity towards other cultures - **Desirable**