



Job Description

Post:	Support Officer
Directorate:	Housing
Team:	Safeguarding
Grade:	SO2
Responsible to:	Safeguarding Manager
Responsible for:	N/A

Purpose of Job

Act as the first and main contact for those who have experienced anti social behaviour.

Lead on Poplar HARCA's adult safeguarding obligations.

Lead on Poplar HARCA's support of vulnerable and at-risk residents with complex needs. Support them to make informed decisions about their well-being.

Main Duties and Responsibilities

1. Agree with ASB and Interventions Officers how to progress casework so ensuring timely and effective resolution.
2. Champion clients within the organisation and take ownership of their issues until resolved.
3. Develop partnerships with, make appropriate referrals to, and signpost clients to voluntary, 3rd sector and statutory services.
4. Ensure clients are prepared for, and accompany them to, Court, meetings, viewings and other appointments.
5. Have an expert knowledge of support services in order to respond positively and quickly to clients' needs.
6. Interview clients and take effective statements which help resolve ASB cases. Meet unsupervised with them and carry out visits to their homes.
7. Lead on Poplar HARCA's adult safeguarding obligations.
8. Maintain expert knowledge of regulatory, statutory, best practice and legal precedent.
9. Prepare cases for, and represent Poplar HARCA at, case conferences, Court and other forums.
10. Produce reports for internal and external stakeholders.
11. Provide advice and support to, and advocate on behalf of, clients.

12. Respond to enquiries from and about clients sensitive to needs and vulnerabilities. Maintain confidential records, asking for and sharing information within agreed protocols.
13. Support clients to improve health, well-being, lifestyle and employment and training prospects.
14. With colleagues, identify clients needing support, resettlement or crisis intervention to enable them to continue living independently.
15. Work closely with colleagues to ensure that clients and others are kept involved and up-to-date with investigations.
16. Work proactively as part of multi-agency, multi discipline teams.

General

- Undertake out of hours work.
- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Due to the nature of this post, employment in this role is dependent on an Enhanced Disclosure and Barring Service (DBS) check.

Person Specification

Post: Support Officer

Grade: SO2

Team: Safeguarding

Directorate: Housing

It is essential that your written supporting statement provides evidence, or specific examples, of your skills/knowledge/experience in each of the short-listing criteria. If shortlisted, you should expect all of the criteria to be assessed.

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. GCSE English and Maths; or comparable/equivalent qualifications or experience
2. Skills	Can: a. Commit to improving performance b. Engage in straight-talking – is clear and constructive c. Use of information and communication technologies proficiently d. Use written and oral skills to influence, negotiate and persuade e. Work effectively with peers, partners and others
3. Experience	Has: a. Delivered excellent services in a highly-pressurised environment b. Met deadlines in a fast-paced, high-pressure environment c. Worked in a role with a similar level of responsibility d. Worked with vulnerable clients in a one-to-one support role
4. Knowledge	How to: a. Apply relevant legislation, regulation, best practice and legal precedents b. Apply data protection and equality act c. Maintain appropriate systems and procedures d. Present information in an appropriate format to a variety of audiences e. Work in a multi-agency/discipline environment f. Work in and with diverse communities

5. Key Competencies

- a. Putting others first
- b. Achieving Results
- c. Open to change
- d. Informed and informing
- e. Personal Progress
- f. Partnership Working
- g. Problem Solving