

Job Title: Stepping Stone Project Manager	Role Profile Number: OPH78
Grade: Q	Date Prepared: September 2021
Directorate/Group: Adults - Housing	Reporting to: Service Manager - Homelessness
Structure Chart attached:	Yes

Job Purpose

Responsible for implementing and managing Stepping Stone (the Rough Sleeper Accommodation Programme). Employing a person-centred approach to support rough sleepers or those at risk of rough sleeping to empower them to live independently.

Key Accountabilities

- Project manage and implement the Stepping Stone Project
- Manage 10 units of accommodation in partnership with Tenancy Services, ensuring minimum void times
- Work closely with The Development and Strategy Team to ensure we are procuring the correct sort of accommodation
- Provide high level and bespoke tenancy support for people who have been rough sleepers or have been at risk of rough sleeping
- Provide high level and bespoke support for people who need assistance with their mental/physical health, addictions, employment/education and other issues that this cohort may have experienced.
- To provide flexible support based on individual need, enabling tenants to make informed choices.
- To support individuals to improve their own physical and mental wellbeing
- To carry out administrative work, including report writing, completing risk assessments and telephone and computer work
- To provide regular requested data to central government
- Design and implement a tailored support plan for each tenant, with input and agreement from each individual
- Have an excellent understanding of the causes of homelessness and a commitment to break the cycle of homelessness
- Understand trauma informed care and work in a trauma informed way
- Have an excellent understanding of, and develop professional links with all external agencies who may

assist this group

- Have an excellent understanding of tenancy law and legislation
- Ensure tenants are moved in in a timely manner to ensure this project assists as many people as possible.
- Deputise for the Homelessness Service Manager in her absence

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- To carry out all essential e-learning and attend any necessary training as directed by the Council
- To adhere to lone working procedures for home visits and viewings
- To promote equality and diversity best practices in all areas of work
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- To meet with customers face to face in their properties
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety
- Undertake any other duties that can be accommodated within the grading level of this post

Knowledge & Experience

- Good experience of working with vulnerable people, including rough sleepers or those at risk of rough sleeping
- Management or project management experience
- The ability to work with minimum supervision
- A working knowledge of support services available for this client group
- Good IT skills to include e-mail, Word, Excel and data entry; ensuring data is entered accurately
- Experience of working in a busy environment and work to tight deadlines
- Experience of producing reports and analysing data
- Experience of working with and being able to use and understand written policy and procedures and applying policy for decision-making
- An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject
- Experience of undertaking a range of different tasks, working on own initiative and working as part of a team and being able to move between tasks according to priority
- Knowledge of housing policy and legislation
- Experience of lone working

Qualifications

- Degree level or equivalent professional qualification/experience

Decision Making

- Makes decisions on who is a suitable candidate for the scheme
- Decides on bespoke support plans and level of support needed
- Makes decisions on when tenants are ready to move on to independent accommodation

Creativity and Innovation

- Responsible for the running and direction of the project
- Responsible for tailored support for in the individuals housed by the scheme

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>£5,000</p> <p>10 properties</p>
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Contacts and Relationships

- Refers to and jointly work cases with The Mental Health Services, Police, Probation, Adult Social Care, Addiction Services, Job Centre Plus, Domestic Abuse Services and other agencies
- Regular contact with other teams within Housing and Social Care to ensure information is gathered for assessment of housing applications; obtaining information on previous tenancies and debts to assess if eligible or if review is required with referral to management/supervisor.

Other Key Features of the role

Potential work with aggressive customers

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	

