

Refugee Housing Support Worker (Lodgings)

Role Profile			
Job Title	Refugee Housing Support Worker (Lodgings)	Grade (Office Use)	Client Worker
Area	Plymouth	Team	PRAS (Private Rented Access)
Reports to (Job Title)	PRAS Manager	Hours	37 pw
Location	Harwell Centre, with working from home and other sites as required	Shift Pattern	Mostly office hours; but some occasional evening and weekend work may be required.
CRB check	Y – enhanced		

This role This post works with refugees and landlords to secure and support accommodation, particularly (but not exclusively) with hosts. One element of that is under the Homes For Ukraine scheme, the other is supporting and securing access to accommodation for refugees via lodgings.

Homes for Ukraine

Millions of people are fleeing the war in Ukraine. The government has [various schemes](#) to help those who come to the UK, one being [Homes for Ukraine](#). For Ukrainians with no ties to the UK, this scheme allows them to be sponsored by individuals or local authorities so that they can receive accommodation and support.

Lodgings

Path used to run a lodgings scheme, supporting landlords and residents to set up and maintain lodgings as a form of accommodation, when desired and appropriate. With the housing crisis, lodgings are relevant once again and so this role will pick up that work, promoting and developing the scheme for refugees.

Aims

The aims of this role are:

- to provide support and guidance to hosts in Plymouth, ensuring they are informed about the scheme locally and nationally, that they are not isolated and are confident providing accommodation and support to those they are sponsoring, as well as supporting Ukrainian clients to move on
- to provide information and support to potential and actual hosts, as well as relevant clients, re lodgings options, to thereby facilitate provision of lodgings as accommodation.

Duties

1. Support for hosts

- Role of host

Helping hosts be clear on their role, on boundaries and what is and isn't expected of them.

- Agreement between host and person / family

Supporting hosts to come to a simple agreement with those they sponsor as to their relationship, use of the housing provided and anything else they wish to cover. That will include use of space and facilities.

- Understanding of and access to relevant local services

Other services will be providing support to Ukrainians here; but this role will support hosts to be aware of those services, as needed, and also 'mainstream' services that may be helpful to the hosts or those sponsored.

- Problem-solving

The hope will be that problems between hosts and Ukrainians don't arise; but where they do, we will seek to problem-solve, providing information and support to hosts.

- Guidance and support re move on

Whilst other services (START and / or Path services) may provide support to the clients, this role will advise and support hosts and Ukrainians as to the options and services available.

2. Lodgings

- In person, over the phone and as required, providing housing-related information and support, including regarding access to accommodation as a lodger
- Responding to referrals; meeting clients and assessing and identifying their needs and options, benefits entitlements etc, including advising about lodgings, PRS tenancies and other solutions.
- Following up assessments, providing information and potentially support to secure and maintain accommodation, including viewings of lodgings
- Looking at financial needs and options of clients for setting up lodgings / tenancies, including affordability assessment, tenancy deposit savings, applying to benevolent funds and other sources of money for clients
- Visiting properties and checking that essential safety and legal requirements are in place and that they are free from hazards
- Linking with new landlords; sending them information on the service and advising them re options, standards, good practice and financial implications of running lodgings etc

3. Link aspect of role

- Host understanding scheme as whole (UK and Plymouth)
- Knowing relevant local services for them and refugees
- Understanding PCC, from Safeguarding to Community Connections
- Where relevant, linking hosts with community groups
- Links with other willing hosts

4. General / other

- Participation in team, staff and other meetings, as required
- Recording and reporting on work done
- Keeping up-to-date with relevant legislation and other developments
- Developing & maintaining service literature, monitoring systems & referral procedures

- Covering for other workers, when needed
- Representing Path at Private Rented Sector events and functions
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions.

Refugee Housing Support Worker (Lodgings): Person Specification

Path is looking for someone with an understanding of housing and homelessness issues, experience of and skills in providing advice and support, plus a positive attitude toward working with refugees.

Essential	Desirable
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Approachable • Motivational communicator • Demonstrable ability to engage, refer and collaborate effectively • Problem-solving, realistic approach <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> • Ability to deliver advice • Ability to set up lodgings, tenancies or other accommodation arrangements • Understanding of welfare benefits • Understanding of the full range of housing options for people, including the private rented sector <p><u>Client work</u></p> <ul style="list-style-type: none"> • Experience of providing information and support to individuals including carrying a 'caseload' (providing ongoing liaison and support on a range of issues) • Experience of assessing individual needs and identifying options • Ability to assess and advise re suitability of accommodation • Ability to identify and manage risk • Positive attitude towards, and understanding of, relevant client groups • Understanding of and commitment to equal opportunities and diversity • Ability to empower and enable users to take control of significant aspects of their lives <p><u>Office and communication</u></p> <ul style="list-style-type: none"> • Experience of liaising / communicating with other staff on professional basis, including being an active part of a busy team • Good written and verbal communication skills 	<ul style="list-style-type: none"> • Experience in the homeless and / or housing sector(s) • Emergency First Aid for Appointed Persons • More developed IT skills, such as design and creation of literature • Knowledge of local services, referral systems, and local procedures • Experience of writing / contributing to formal reports • Experience of negotiating with private landlords • Have a valid drivers' licence & use of a car

- Good negotiation skills
- IT skills: ability to use databases + Microsoft Office (word processing, e-mail, spreadsheets) as minimum
- Ability to record, monitor and report on own work
- Experience of being line managed and / or demonstrable ability to work under formal supervision

General

- Ability to efficiently respond to need, handle a large caseload and work to tight deadlines
- Ability to work on own initiative
- Ability to manage your own time using flexible working
- Ability to travel, inc around Plymouth
- 5 GCSEs level C and above; including Maths & English; or equivalent
- Ability to represent oneself and Path to the public
- Enthusiasm for this post and this area of work