

**Job Description**

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| **Job Title** | Accommodation Case Worker |
| **Location** | Fife Area wide  Current Base – Head Office, 57-59 Viewforth Street, Kirkcaldy, KY1 3DJ |
| **Responsible To** | Lead for Accommodation Services |
| **Terms and Conditions** | Hours: 36 hours per week (shift pattern with sleepover)  Salary: £24,598 (with additional sleepover payment)  Probationary Period: 25% Contract Term  Contract: Fixed Term Temporary – Up to 31st March 2026 (with extension in line with funding renewal) |
| **Post Purpose** | The Accommodation Caseworker role is responsible to the Lead for Accommodation Services. As a service delivery role within the Core and Cluster team, the post holder is expected to enable people to move to settled living and connect with their community using strength based approaches. As a member of the wider Accommodation team, post holders are also expected to assist with housing management duties to maintain quality assurance of services. It is essential that workers are outcome focused and commited to understanding everyone’s position, their skills and the opportunities they choose.  This role and all housing support roles must be carried out under FLF policies and procedures and to the standards set out by the CI and SSSC. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to choose the life they aspire to. Our team endeavours to promote self-valuing and wellbeing for all. |
| **Duties/**  **Responsibilities** | The post holder will require to be sensitive to a wide range of issues which may include drug and / or alcohol issues, mental health problems, learning difficulties, people who have experienced trauma.  **Housing Support Duties**   * Work to the Lead for Accommodation Services to confirm appropriateness of referrals and assess people’s risks and vulnerabilities. * Support individuals to identify and achieve their personal goals and aspirations using person-centered and trauma aware practices. * Apply safer working practices when supporting people with different needs and assets (complex through to low level support) and apply protection procedures to keep people safe. * Manage identified cases under safe working practices to support those in temporary accommodation to transition to settled living. * Assure satisfaction and trust in Frontline Fife’s services are maintained through seeking continuous feedback as per FLF’s complaints policy. * Write and maintain up to date case records and submit accurate performance data to evidence engagement practice and people’s outcomes. * Evidence meeting targets and other compliance requirements through value-based practices.   **Assisting in Housing Management**   * As a member of the wider Accommodation team post holders are also expected to assist with housing management duties including assisting people to complete documentation as part of the occupancy process and Housing Benefit forms.   **Team working**   * Work as part of the wider Accommodation Service and other frontline services to deliver an integrated and seamless approach. * Work to a set rota system and be willing to adapt to support safer service delivery practices and maintain engagement with those being supported. * Work to promote positive feedback and success and share better practice. * Foster interagency working and work to build community cohesion.   **Learning and development**   * Be responsible for one's own continuous professional learning through training and development opportunities, and reflective practice. * Develop effective communication (and other) skills which promote effective engagement. * Employees governed by the SSSC Code of Conduct must comply with these standards and ensure that their registration (Fitness to Practice) is evidenced and maintained under the specification set out by the SSSC.   NB All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. |
|  | **This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies. Frontline Fife is an equal opportunities employer.** |



**Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Experience working in a client facing role within housing, health or social care | Experience of working with challenging behaviours | Application, Interview, References |
| **Education, Qualifications & Training** | * As a minimum SVQ2 in a relevant field which meets SSSC requirements for housing support or evidence of formally working towards completing an SVQ2. * Have or demonstrate commitment to registration under the SSSC Fitness to Practice scheme within the specified period. * Working with client cases * H&S Awareness and Safeguarding Training | Strength based training  Understanding of housing  processes/systems  Equality and Diversity  Registration under the SSSC Fitness to Practice scheme for housing support | Application |
| **Skills, Abilities & Knowledge** | * Knowledge of Homelessness and its social determinants * Knowledge and skills of strength based working principles. * Knowledge and skills in reflective practice * Evidence of using a case management approach * Ability to work within professional boundaries. * Ability to actively listen, collaborate with others and empower people to make informed choices and manage risks.      * Willingness to independently seek out objective formal information to support practice. * Ability to write accurate case notes. * Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife * Ability to manage one's own and other’s emotions. * Ability and willingness to proactively contribute and participate in supervision, training, and personal development planning | Active listening skills  Skills in strength based practices  Knowledge and experience of coproduction and/or motivational techniques  Understanding of risks and supporting vulnerable groups | Application,Interview, References |
| **Interpersonal & Communication Skills** | * Ability to explain formal procedures and instructions to give guidance and enable clients to make decisions. * Ability to consider different points of views. * Ability and willingness to deal with conflict head on and give way to open supportive conversations. | Ability to recognise and manage own stress and/or seek support  Confident in understanding the limitations of one’s work remit and boundaries. | Application, Interview, References |
| **Value Base** | * Commitment to learning, and the principles and practice of continuous improvement and reflection * A belief and evidence of working to the values underpinning social inclusion, dignity, and respect. * Willingness to challenge the status quo in a positive manner. | Understanding of a human rights based approach | Application, Interview, References |