



## Role Description

**Title:** Prevention & Move on Worker

**Reports To:** Homeless Prevention Team Leader

**Salary:** £22,750.00 - £28,700.13

**Hours:** Full time (35 hrs per week), 12-month contract with possible 3 year extension.

### **Mission and values**

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty. Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth and deliver services in a person-centred way.

The role is a vital position dedicated to preventing homelessness by providing comprehensive support to tenants at risk of losing their homes. This role involves receiving referrals from various sources, including "Call Us First," direct referrals from landlords, and key partner agencies. The position may focus solely on the Private Rented Sector (PRS) or encompass supported accommodation, housing associations, and social housing.

## Main Duties and Responsibilities

### **Key Responsibilities:**

#### **Referral Management:**

- Receive and manage referrals from "Call Us First," landlords, and partner agencies when a tenancy is at risk.
- Assess the situation and determine the appropriate level of intervention required.

#### **Tenant Support:**

- Provide advice and guidance to tenants to help them maintain their tenancy.
- Offer rapid and intensive support when needed, including assistance with claiming housing benefits, discretionary housing payments for rent arrears, and accessing funds such as the Homeless Prevention Fund, Good Shepherd Welfare Fund, or VRF.
- Conduct interventions via phone, online, and face-to-face meetings.

#### **Mediation and Problem-Solving:**

- Mediate between landlords and tenants to find creative solutions to tenancy issues.
- If maintaining the tenancy is not possible, work with landlords to ensure the tenant can remain in the property while seeking alternative accommodation.

**Support for Temporary Accommodation:**

- Assist individuals in temporary accommodation by identifying and addressing barriers to moving on.
- Develop and implement move-on plans, exploring additional housing options in PRS, housing associations, and relocation opportunities.
- Ensure properties meet required standards through inspections.

**Expansion to Supported Accommodation:**

- Support the move-on process within supported accommodation to create spaces for new tenants.
- Collaborate with the supported accommodation sector in Wolverhampton to enhance the availability of suitable housing options.

**General duties:**

- Provide mentoring opportunities for LEAP navigators in a collaborative approach to support residents of Wolverhampton.
- Support other Good Shepherd services as and when required.
- Record and update service user activity in line with GS Confidentiality Policy.
- Maintain a high level of professional boundaries in line with GS Policy.
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**This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.**

## **Person Specification**

**What we're looking for**

- Strong understanding of housing benefits, discretionary housing payments, and relevant funds.
- Excellent mediation and problem-solving skills.
- Ability to provide rapid and intensive support to tenants.
- Experience in working with landlords and key partner agencies.
- Knowledge of property standards and inspection processes.
- Effective communication skills for phone, online, and face-to-face interactions.