
Your job

Job Title: Targeted Support Officer

Service: Targeted Commissioning and Resilience Service

Grade: G6

Reporting to: Senior Support Officer

In Wigan, our overall aim is to support the development and maintenance of thriving, inclusive, healthy, and happy neighbourhoods where people are proud to live and have fulfilled lives.

In Wigan, we directly deliver and commission a range of accommodation options for individuals and families, and this role will provide specialist support for individuals in temporary, supported and move-on accommodation that may have additional related secondary support needs ranging in complexity.

In this role, you will work with housing and partner agencies across all sectors to ensure that there is effective bespoke support in place for those accommodated across all tenures. This can be short, medium or longer-term assistance to either maintain a tenancy or settle into a new one. The role will require you to hold a caseload requiring you support a number of individuals to achieve their potential and live a sustainable happy, healthy lifestyle.

You will help households to source, secure and maintain the relevant accommodation option for the individual and family. You will develop individual plans alongside risk and asset based assessments to address their housing and support issues and encourage them to become involved in their local community or participate in other initiatives.

You will also provide any necessary specialist support as needed to ensure the household can best maintain their accommodation arrangements.

The work you will undertake will ensure families have access to healthcare, welfare benefits, access to volunteering and employment and education to ensure that families thrive in Wigan.

You will collaborate closely with other teams within the council and external partners to ensure the best outcomes for both people and the place.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Provide bespoke support for individuals and families in a range of accommodation options.
- Undertake housing, support and risk assessments of residents and produce the appropriate support plans to meet a resident's individual needs and which encourage and enable residents to recognise, accept and successfully develop skills for independent living
- Continuously review support and risk management plans with customers to ensure they are effective, relevant and appropriate.
- To advise and assist residents in securing suitable move on accommodation and access to other services that meets their needs.
- To design and arrange any support required to enable an individual or family to succeed.
- Carryout and deliver training, which may include internal, external partner agencies, voluntary sector organisations and elected members.
- Manage your own workload and provide updates and recommendations

- Attend meetings on behalf of the Homes section covering a range of issues including, safeguarding, serious case reviews, child protection, vulnerable adults, and Children in Need.
- Work in partnership with the community and voluntary sector, supporting individuals and groups in providing initiatives aimed at improving their quality of life.
- Keep appropriate client and other records and log these on local systems.
- Produce monthly performance reports for the Targeted Commissioning and Resilience Team.
- Monitor and evaluate the delivery of the service through good case management and recording.
- Advocate on behalf of residents by organising, representing and contributing at multi-disciplinary meetings.
- Be willing to work out of core hours to ensure effective support for individuals and families is maintained
- Develop and maintain excellent working relationships with residents, other stakeholders, agencies and community networks.
- Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially.
- Monitor and evaluate the delivery of the service through good case management and recording.
- To undertake any other duties appropriate to the purpose of the post as required by the Organisation.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 3 qualification or relevant experience in providing support to vulnerable residents
- Understanding of relevant legislation.
- Strong performance and report writing skills.
- Excellent listening and communication skills both verbal and written.
- Excellent interpersonal and communication skills at all levels.
- An inspiring personality, and the ability to inspire, train and motivate others.
- Creative problem solver, with the ability to find positive solutions.
- Confident in engaging with residents on a day-to-day basis
- Knowledge around developing sustainable move on options for clients.

- Experience of undertaking Asset Based assessments
- Experience of partnership working to develop sustainable solutions and positive outcomes
- Excellent decision-making skills and ability to ask the right questions, break down problems and produce innovative solutions.
- Ability to plan and effectively organise own time.
- Experience of delivering guidance both individually and in a group setting.
- To establish links with key stakeholders in the public, private and voluntary sectors
- Knowledge of child and adult safeguarding issues and how to respond if issues arise.
- A desire to deliver the best outcomes for service users
- Hold a current valid driving licence and access to a vehicle, which they are insured to drive for business use.
- Good IT skills – Microsoft packages including Word, Excel, Powerpoint, Access and Outlook
- Performance focused and able to meet challenging targets.
- Enhanced DBS check

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”