

**Job Title:** Enablement Transition Officer

**Reporting to:** Team Leader

**Grade:** G

**Hours of Work:** Flexible over a 7-day flexible rota to include weekends and evenings

**Objectives:**

- The role of Enablement Transition Officer is responsible for a caseload of vulnerable people who live in short-term accommodation.
- The Enablement Transition Officer will work collaboratively with other professionals, signposting when required to achieve positive health and housing outcomes.
- To support individuals with complex needs within a Hostel environment.
- You will be responsible for delivering housing related support and assistance in order for them to transition into permanent accommodation.
- The role will involve using a strength based approach to help overcome complex issues and creating tailored support packages for individuals.
- You will also be responsible for conducting Health and Safety checks, rent collection and void management.
- This service operates 7 days per week including some evening work to ensure that the needs of our clients are fully met. The post will come with development and training over the next 2 years to support the complexity of the client group and role.

**KEY PERFORMANCE OBJECTIVES:**

- Work as part of a team being responsible to your Line Manager for the well-being of service users.
- Provide service users with appropriate support so they may work toward maximising their independence.

**RESPONSIBILITIES:**

**General:**

- To carry out the client referral and interview process.
- To carry out the regular risk assessment and management plans as and when needed due to the changing needs and aspirations of the service users
- To implement and monitor client support plans, ensuring they are kept updated and comprehensive for audit purposes
- To ensure that service users are made aware of and understand their rights and responsibilities in relation to the scheme and/or their tenancy agreement.
- To liaise with statutory and voluntary agencies, colleges, day services, training providers and employers on behalf of service users as appropriate.

- To assist service users in having the opportunity to voice their views and be involved in the management of service delivery.
- Contribute to the protection of service users from abuse, and support service users when distressed.
- To maintain service user confidentiality within the policies and procedures laid down for the service.
- To ensure service users are treated with respect and their dignity is maintained at all times.
- To maintain all necessary records in accordance with service policy.
- To maintain timesheets, expense records etc. in accordance with appropriate policy and procedures.
- To promptly prepare bedrooms for re let, including room cleaning, sourcing furniture, room dressings and essential living items as required.
- Monitor and provide practical support to service users in order to maintain the cleanliness and upkeep of their bedroom and kitchen area in line with expected standards

**Other:-**

- To foster the Mission, Vision, Values and Christian ethos of ALABARÉ in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity’s Strategy for Growth and Resilience 2025-30
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with ALABARÉ, Local Children’s Safeguarding Board and Adult Care guidelines.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity’s Appraisal Programme.

Name.....

Signed .....

Date.....

## PERSON SPECIFICATION

### **Enablement Transition Officer**

#### **ESSENTIAL QUALITIES**

- Experience of working in supported housing or a related field
- Experience of working unsupervised and on your own initiative.
- Ability to form and maintain professional working relationships with a range of individuals.
- Experience of working as part of a team
- Excellent written, verbal and non-verbal communication skills
- Experience of forming and maintaining appropriate professional boundaries
- Basic IT Skills
- Good working knowledge of the welfare benefits system
- Experience and knowledge of key working systems
- Experience of involving service users in improving services
- Experience and knowledge of Health & Safety legislation and related issues
- Experience of accurately maintaining a petty cash system
- Ability to record information accurately, objectively and within prescribed timescales
- To be able to cover on a flexible rota to include some evenings, weekends, Bank Holidays and sleep-ins.
- To currently hold or be committed to personal development through training leading to NVQ accreditation