Job Title: Enablement Transition Officer

Reports To: Team Leader / Complex Service Lead / Service Manager / Senior Service Manager

Grade: G

Hours of Work: Full-time, worked flexibly across a 24/7 service rota. This may include days, evenings, weekends, Bank Holidays, sleep-ins and other rota requirements needed to safely meet the needs of the service and clients.

Service Areas: Young People services, adult Single Homelessness services, supported accommodation, hostel-based services, move-on accommodation, homelessness prevention, or other designated high-support service area

Primary Focus

The Enablement Transition Officer is a key frontline role supporting young people and adults to build stability, confidence and independence. The role provides intensive housing-related, practical and transition-focused support to people who are homeless, at risk of homelessness, leaving care, living in supported or hostel-based accommodation, or preparing for independent living. The postholder helps clients maintain their licence agreement, reduce risk, develop everyday living skills and move towards suitable accommodation or longer-term independence.

This is a rewarding role for someone who can offer practical, strengths-based, psychologically informed and trauma-informed support. Clients may have experienced poverty, family breakdown, care experience, poor health, substance misuse, exploitation, domestic abuse, debt, unemployment, offending, isolation, disrupted education, limited support networks, long-term homelessness or other complex challenges. The focus is on building trust, recognising strengths and helping each person make realistic progress.

The role sits within services that may operate 24/7, requiring flexibility including evenings, weekends, Bank Holidays, sleep-ins and other rota requirements. It is a skilled frontline specialist role, offering the opportunity to make a direct difference without carrying management or service leadership responsibility.

Role Scope / Eligibility

This role supports Alabaré's Young People and adult Single Homelessness services across accommodation, hostel-based, move-on or community settings. It includes direct key working, referral assessment, support planning, risk management, housing management support, safeguarding, life skills development and move-on preparation, delivered through site-based or floating support depending on service need.

The services supported by this role are designed for people who require a high level of risk management to help keep them safe due to the complexity of their support needs. The Enablement Transition Officer must be able to work across service areas with multiple workstreams, requiring different areas of expertise because of differing funder and commissioner requirements, service models and client groups.

The postholder works with Team Leaders, Service Managers and a wider support network including social care, education, health, mental health, substance misuse, local authorities, housing options, police, probation, domestic abuse, safeguarding and community partners to help clients access the right support and improve outcomes.

In line with the Integrated Workforce Model, this is a higher-complexity frontline support role suited to direct client work, practical problem-solving and supporting people through change. It does not include operational leadership, workforce management, rota leadership or service management accountability.

Key Responsibilities

The postholder delivers safe, consistent, person-centred and outcome-focused support. They complete referral assessments, needs and risk assessments, support plans and outcome reviews across areas including accommodation, finances, education, training, employment, health, relationships, safety, wellbeing, substance use, meaningful activity and move-on readiness. Records must be accurate, current and professionally maintained on Datos and other agreed systems to evidence progress, support reporting, strengthen data quality, maintain audit readiness and demonstrate service impact.

The role supports clients to understand and maintain their licence agreement, manage accommodation charges, reduce arrears risk, build budgeting and independent living skills, maintain personal and shared spaces, engage in education, training, employment, volunteering or meaningful activity, build positive routines and prepare for planned move-on. It also includes health and safety checks, repairs reporting, room readiness and re-let activity, rent collection, accommodation charge monitoring, arrears prevention and void management.

The postholder responds professionally to safeguarding, exploitation, risk, licence breach, crisis or service delivery concerns, escalating in line with Alabaré policy and procedure. They help protect clients from abuse, exploitation, harm and neglect, support people in distress or crisis, and maintain clear professional boundaries while building trusting relationships.

The postholder helps create positive community life by encouraging respectful relationships, shared responsibility, house meetings, routines and connection. They support a safe, inclusive environment where clients make informed choices, reduce harm, engage with specialist support and take practical steps towards independence.

Young People and Adult Single Homelessness Responsibilities

The role brings together young people's support practice and adult single homelessness support. It requires recognition of each client's strengths, rights, aspirations and circumstances; understanding of barriers to adulthood, recovery, stability or independence; and practical, respectful support focused on sustainable outcomes.

The postholder connects clients with local authority housing options, children's and leaving care services, adult social care, education, training, volunteering, employment, benefits and debt advice, health and mental health services, substance misuse, domestic abuse, criminal justice pathways and community activities. They also support service improvement by listening to client voice through one-to-one work, house meetings, surveys, feedback, incidents, complaints and audit learning.

The postholder actively promotes equality, diversity and inclusion, ensuring every client is treated with dignity, respect, fairness and compassion.

Competency Framework

Core competencies include Young People's Support Practice; Adult Single Homelessness Practice; High and Complex Needs Support; Housing Related Support; Assessment and Support Planning; Safeguarding and Risk Management; Trauma-Informed Practice; Multi-Agency Partnership Working; Independence and Move-On Planning; Health & Safety in Supported Accommodation; Recording, Compliance and Audit Readiness; Professional Boundaries; Client Voice and Service Improvement; and 24/7 Rota-Based Service Delivery.

Key KPIs

- Complete timely referral assessments, support plans, risk assessments and reviews that reflect the different needs of young people, adults experiencing homelessness and clients with high or complex needs, ensuring risk management is embedded from the point of referral and assessment through to ongoing support planning, review and move-on. This should show client involvement, presenting and changing risk, safeguarding considerations, agreed actions and progress.
- Maintain accurate, current records on Datos and other agreed systems, capturing support, risk, progress, incidents, safeguarding, move-on planning, accommodation activity and information required for funder, commissioner, monitoring, data quality, audit and impact reporting.
- Evidence effective support across multiple client pathways, including young people's services, adult single homelessness, hostel-based provision, supported accommodation, move-on accommodation, homelessness prevention and other high-support settings.
- Support clients to maintain licence agreements, reduce arrears risk, manage accommodation responsibilities, engage with agreed support, develop independent living skills and make measurable progress towards stability, safety and planned move-on.
- Use outcomes tools and support plan reviews to evidence progress across a broad range of needs, including housing, finances, education, training, employment, health, mental health, relationships, safety, wellbeing, substance use, meaningful activity, offending risk, community connection and move-on readiness.

- Complete health and safety checks, room checks, repairs reporting, void preparation, re-let activity and practical accommodation tasks in line with the requirements of different service models and accommodation settings.
- Identify, respond to and escalate safeguarding, exploitation, risk, licence breach, crisis, anti-social behaviour, wellbeing or service delivery concerns in line with Alabaré policy, professional judgement and local safeguarding pathways.
- Build and maintain effective relationships with local authorities, housing options, children's and leaving care services, adult social care, health, mental health, substance misuse, criminal justice, education, domestic abuse, safeguarding and community partners to improve outcomes for different client groups.
- Adapt practice to meet differing funder, commissioner, contractual, reporting and operational requirements while maintaining consistent standards of person-centred, trauma-informed and strengths-based support.
- Contribute to community life, client engagement and continuous service improvement through client feedback, house meetings, surveys, audits, incident and complaint learning, safeguarding reflection and team learning.

Other: -

- Champion Alabaré's Mission, Vision, Values and Christian ethos positively and respectfully.
- Contribute to the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- Undertake other reasonable duties appropriate to the role and service need.
- Be committed to safeguarding children, young people and vulnerable adults in line with Alabaré policy, Local Children's Safeguarding Board guidance and Adult Care Guidelines.
- Work in line with the general duties and standards set out in the staff handbook.

This job description outlines the main responsibilities and standards of the post. Duties may develop in response to service need while remaining consistent with the role's nature and level.

The role will be reviewed and updated as needed and will support annual discussion within the Charity's Appraisal Programme.

Name……

Signed……

Date……

Person Specification ** A = Application I = Interview **

Category	Criteria	E/D	Assessment (A/I)
Qualifications & Training	Educated to A-Level standard, or able to demonstrate equivalent knowledge, skills and experience relevant to the role.	E	A
Qualifications & Training	Relevant training or qualification in supported housing, young people's support, homelessness, safeguarding, trauma-informed practice, mental health, substance misuse, criminal justice, social care or a related area.	D	A/I
Experience	Experience of delivering housing-related support, key working, assessments, support planning and risk management with young people, adults experiencing homelessness or people with complex needs.	E	A/I
Experience	Experience of working in supported accommodation, hostel-based services, homelessness, young people's services or other high-support settings that help people build stability and independence.	E	A/I
Experience	Experience of supporting people affected by trauma, mental ill health, substance misuse, exploitation, offending, care experience, family breakdown, domestic abuse, poverty, debt, isolation or long-term homelessness.	D	A/I
Experience	Experience of supporting people whose complex needs require a high level of risk management, safeguarding awareness, professional judgement and coordinated multi-agency working.	E	A/I
Knowledge	Understanding of young people's support, adult homelessness, supported housing, licence agreements, welfare benefits, safeguarding, exploitation, risk, professional boundaries and move-on planning.	E	A/I
Knowledge	Awareness of the barriers facing young people and adults experiencing homelessness, alongside a belief in people's strengths, potential and ability to make positive change.	E	A/I
Knowledge	Awareness of health and safety requirements within supported accommodation, including property checks, repairs reporting, shared living environments and safe, welcoming services.	E	A/I
Skills & Abilities	Ability to build trusting relationships, complete assessments, develop support plans, review risk and maintain accurate records using Datos and other agreed systems.	E	A/I
Skills & Abilities	Ability to work collaboratively with local authorities, housing teams, children's and leaving care services, adult social care, health, substance misuse, mental health, criminal justice and community partners.	E	A/I
Skills & Abilities	Ability to work calmly, confidently and professionally within 24/7 services, including responding to incidents, safeguarding concerns, crisis situations and practical accommodation issues.	E	A/I
Skills & Abilities	Ability to work across different service areas and multiple workstreams, adapting practice to meet varied funder, commissioner, service model and client group requirements.	E	A/I
Values & Behaviours	Commitment to Alabaré's Mission, Vision, Values and Christian ethos, demonstrated through a warm, inclusive, respectful and person-centred approach.	E	I
Other Requirements	Able to work flexibly across the service rota, including evenings, weekends, Bank Holidays, sleep-ins, lone working and travel across services where required.	E	A/I