ROLE PROFILE

Role profile		
Title	Community Connections Officer	
Grade	GRADE E	
Reference:	**N251**	
Reports to:	Operational Manager	
Work style Definition	Office based hot–desk/touch down worker	
Primary purpose of role	To provide advice and support to clients on a range of issues and to proactively work to find suitable solutions to meet their needs whilst meeting the demands of the service; and to work closely with Customer Services and other partners to ensure that the needs of citizens are identified prior to assessment.	
Key accountabilities and key measures	**Role outcomes** ▪ Prevent homelessness, improve housing conditions, promote a range of housing options and reduce the incidence of rough sleeping (42%) ▪ Resolve community and neighbourhood issues and build resilience, but addressing and preventing further ASB and working in partnership with residents, service providers and Councillors to build social capital and support delivery of community based provision (40%) ▪ Provide advice and signposting on a range of issues (10%) ▪ Efficient management of temporary accommodation and Gypsy and Traveler sites including sign ups, inspections, recovery and repairs are dealt with in a timely fashion (8%)	**Role measures** ▪ Number of households prevented from becoming homeless ▪ Customer complaints ▪ Customer satisfaction ▪ Minimise the use of temporary accommodation including bed & breakfast ▪ Meeting KPI's set for the service area around statutory delivery ▪ Resident participation in community based programmes ▪ Residents leading community based initiatives ▪ Increase in the number of residents satisfied with their neighbourhood as a place to live

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Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

Key activities	▪ Interview clients sensitively, complete paperwork, gather information and fully establish their circumstances. The post holder will regularly work with vulnerable people and families and will find themselves in situations that are emotionally demanding (15%) ▪ Visit unauthorised encampments to clarify location and carry out Welfare checks (2%) ▪ Carry out visits to Temporary accommodation and Gypsy and Traveller sites, carry out sign ups, monitor and respond to issues with rent accounts and where necessary organise repairs (6%) ▪ Carry out home visits for various reasons to include performing inspections or establishing housing conditions through lone working where necessary. The post holder will visit properties that may be substandard or where they face unsanitary housing conditions (10%) ▪ Keep comprehensive notes of telephone calls, interviews and follow up actions and ensure that databases are kept up to date (5%) ▪ Represent the Council in a range of multi agency meetings, CAF, Child Protection, community planning and strategy meetings (5%) ▪ Liaise with partners and relevant statutory services and help develop solutions to meet individual and community needs (10%) ▪ Produce comprehensive written decision letters for each homelessness application ensuring that the letter meets the requirements of legislation (10%) ▪ Analyse legal and financial information, research and interpret legislation to support decision making (10%) ▪ Consult and engage with local communities to identify key local issues including health, assets, infrastructure, housing, environment to support neighbourhood plans and neighbourhood action plans (15%) ▪ Work closely with partners to support and facilitate partnership working between service providers, community leaders, ward members and the community to empower communities to help develop community solutions to resolve both local and city wide priorities (12%) ▪ Undertake other duties appropriate to the role and support Senior Community Connections Officers with low level specialist cases
Essential qualifications/ knowledge	• GCSE standard education including numeracy and literacy • Knowledge of landlord and tenant law and /or homeless legislation • A good awareness of housing issues including housing standards/ defects and current government policy relating to housing • A good understanding disadvantaged communities and the impacts on health inequalities at a local level • Knowledge of current local plans, priorities and policy relevant to the service.
Desirable qualifications/ knowledge	• Knowledge of welfare benefits • Knowledge of Health and Safety including risk assessments
Essential experience	▪ Experience of working face to face with customers who are experiencing stressful situations ▪ Experience of working within a team in a demanding customer focussed environment ▪ Experience of providing advice and information face to face and over the

	telephone ▪ Experience of working with people and supporting them to take a course of action they may not ordinarily want to take
Desirable experience	▪ Experience in delivering advice ▪ Experience of working with people who are homeless, at risk of homelessness and/or in housing need ▪ Experience of working with and in communities supporting local decision making ▪ Experience of engaging communities in neighbourhood activity ▪ Facilitating partnership work between residents and service providers and finding solutions to local issues
Essential skills	▪ Excellent customer care skills and a strong commitment to equal opportunities. ▪ Good negotiation and developed advisory and persuasive skills as post holder will often be working with people who need to adopt courses of action they may not usually want to take ▪ Ability to work under pressure and prioritise work effectively ▪ Creative skills and ability to use innovative methods of engaging communities in Neighbourhood activity ▪ Excellent communication skills both in writing and verbally ▪ Good problem solving skills ▪ Ability to understand and interpret legislation
Corporate standards ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.	