

Job Description

Job Title: Pathway 4 Client Placement Officer

Responsible to: Housing Deputy Manager / Housing Services Manager

Location: King's Court, Bristol

Salary: £24,658

Contract: permanent

Role Purpose

The role of the Pathway 4 Client Placement Officer is to provide administrative oversight for all referred clients to the pathway, and ensure swift, trauma-informed placements into Pathway 4 accommodation for some of the most vulnerable people in our society.

The post-holder will lead on coordinating referrals on the Housing Support Register and liaising with clients, Ara and partner agencies to ensure prompt assessment and admission.

Key responsibilities/accountabilities

The Pathway 4 Client Placement Officer is responsible for ensuring that the Prep, Change and Abstinent waiting lists are monitored constantly and updated in real-time, to reflect all client referral actions

Through managing the admission elements of the Ara Housing Service and working with the Deputy Manager accountable for Pathway placements, the placements officer will ensure that Ara meets their commissioned KPIs around void times and occupancy.

Ensuring that clients receive the highest quality services that meet their individual needs, managing risk and focusing on building recovery capital and positive outcomes.

Contributing to other administrative elements with the Housing team that contribute to success

Specific duties

Referral, Assessment and Admissions

Use the Housing Support Register (HSR) to identify Service Users eligible for Ara, The Junction Project, and The Bridge project's housing services.

Lead on HSR being up-to-date for Pathway 4. Close monitoring of the HSR waiting lists for clients, and work with partners to ensure the best/swiftest placements for homeless clients in recovery from substance misuse

Promote the service through building positive relationships with current, potential referrers and Service Users.

Work from other locations – eg our Partners' offices, Turning Point offices, in the community, etc ensuring a joined-up pathway approach to assessments and admissions

Ensure all administrative systems are efficient and kept up to date, make recommendations to improve systems and implement agreed changes

Provide administrative and reception tasks as required

Following up with clients referred to Pathway 4 to ensure a smooth transition into the service

Develop working knowledge of Ara's housing services to be able to deal with enquiries effectively. This will involve visiting Ara's houses and attending meetings with clients

Manage the service databases and produce performance reports on a regular basis

Ensure that client information and electronic data are kept in line with agreed standards and practice, with regard to both hard copy and computer systems

Ensure reports are prepared as required

Risk Management

Comply with the organisation's policies & procedures around risk management and safeguarding

Undertake safeguarding actions to protect young people and adults at risk as appropriate, share information internally and externally as appropriate.

Regularly review risk plans and amend plans as appropriate when circumstances change.

Other Activities

Observe the organisation's health and safety at work policy.

Observe all the organisation's HR policies, including, but not limited to equal opportunities, confidentiality, data protection, inclusion and diversity policies.

Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

Skills, Experience & Knowledge

Understanding of a trauma informed approach

Excellent knowledge and understanding of MS Excel. Excellent IT literacy skills.

Excellent knowledge of MS Office Suite and other commonly used office packages.

Ability to generate reports in Excel and other programs.

Experience within a similar administration role

Excellent interpersonal, oral and written communication skills

The ability to work positively with partners and stakeholders

Good organisational and time management skills

Good knowledge of health and safety, safeguarding and data protection policies

The ability to manage own workload

A problem-solving approach

Personal qualities

Friendly, approachable, helpful, patient and passionate about supporting people

Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity

A good communicator who listens, and is able to express themselves

A positive individual with a 'can do', results driven approach and attitude

The ability to prioritise tasks and work under pressure

Flexible and adaptable to changing workloads

Embodies the Ara values of being Aspiring, Brave, Competent and Determined