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# Armed Forces Community HQ

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## Visiting Support Officer CHESHIRE - Job Description

### **Job Overview**

Op FORTITUDE is the pathway for homeless veterans - launched nationally by Veterans' Minister Johnny Mercer to end veteran homelessness in 2023. It will ensure vulnerable veterans across the country will have access to a new dedicated referral pathway when homeless, including those sleeping on the streets.

Homes at Ease is a partnership led by Armed Forces Community HQ CIC working with Jigsaw Homes, Wigan Council and sector delivery organisations in the Northwest as the Forces Wellbeing Collective.

The post holder will support Veterans who are homeless or at risk of homelessness across the Northwest. Veterans will be supported to access better life chances by navigating through the plethora of statutory and third sector support service available to ultimately maintain their tenancy and make a positive impact on the revolving door of homelessness. **Experience of working in the homelessness/housing sector would be advantageous.**

### **Responsibilities**

- Develop action plans that address holistic support needs and/or move towards independent living
- Complete holistic assessments that analyse the issues being experienced
- Ensure safeguarding policies and procedures are adhered to
- Support with setting up of tenancies and all the necessary utilities etc.
- Resolve difficult and challenging situations in a sensitive and informed way
- Facilitate access to wellbeing services (statutory and third sector) and encourage social inclusion

- Strive for a gold standard, sourcing long term, quality, and affordable housing solutions for the Armed Forces Community.
- Work in collaboration with the current provider of the Op Fortitude national helpline.
- Help tenants overcome barriers to independent living.
- Case manage a number of service users taking responsibility for updating our client relationship management system (Inform) in their homes and other community settings.
- Work collaboratively with partners to ensure that service users have access to statutory and third sector interventions.
- Constantly map and engage with organisations (Statutory, health and third sector) who can support the Armed Forces Community across the North West in partnership with Veterans in Communities (our Thrive Together partner) in the locality.
- Work with sector colleagues within the Forces Well-Being Collective to ensure collaborate working in the best interest of the service user
- Identify, commission and co-facilitate interventions to enable service users to access better life chances.
- Support the service user to make their property a home by working with welfare organisations providing white and brown goods and comfortable living resources
- Work as part of a team to provide better and fairer services to tenants, their families, and the wider Armed Forces Community.
- Undertake appropriate training to fulfil your job role in a safe and legislative way
- Ensure a safe environment for beneficiaries, colleagues, and visitors in accordance with the HQs policies and procedures.
- Adhere to the HQs procedures, protocols and guidelines at all times, in particular safeguarding, confidentiality and information sharing.
- Take responsibility for updating knowledge and skills to meet the demands of the post.
- Represent Armed Forces Community HQ CICs social purpose and strategic aims.
- Act with integrity and always maintain the highest professional standards.
- Meet individual targets and contribute constructively to supervision and appraisal.

– Maintain the level of qualification/personal development and competence required to undertake the role and notify the company immediately of any circumstances that affect this.

## **Essential**

**Undertake an enhanced DBS check**

**Experience of homelessness/housing legislation**

**Able to maintain confidentiality with an understanding of GDPR**

**Must hold a full driving licence and business insurance and must be willing to travel across the North West**

**Efficient and reliable, able to follow instruction**

**Customer Satisfaction Experience**

**Positive can-do attitude and flexibility**

**Able to work in an organised and methodical manner dealing with unexpected problems.**

## **Desirable**

A working knowledge of Health & Safety

Emergency First Aid

Ability to undertake risk assessments

Keen interest in the Armed Forces Community

An understanding of challenges within the housing sector

Willingness and ability to embrace change

An understanding of mental health issues that the Armed Forces Community may face.

Benefits:

- Company pension

Schedule:

- Monday to Friday – full-time hours (9am – 5pm – flexibility essential)
- Occasional Saturdays

Experience:

- Housing/homelessness: 1 year (required)

- Working with complex need: 1 year (preferred)

Licence/Certification:

- Driving Licence (required)

Work Location: CHESHIRE (office base Wigan)

***As part of our commitment to safeguarding, candidates who reach the shortlisting stage, will be asked to disclose any relevant criminal convictions as part of pre-employment checks. A conviction will not automatically disqualify you from employment but will be considered in relation to the role. We comply with the Rehabilitation of Offenders Act 1974***

***We would also appreciate early disclosure of sensitive information (such as employment gaps, or health conditions) at the shortlisting stage to help us balance legal requirements, transparency, and manage expectations.***

Closing date 6<sup>th</sup> July at 5pm

Please send your CV and cover letter to [andrea@armedforceshq.org.uk](mailto:andrea@armedforceshq.org.uk)

Closing date - 6th July at 5pm

Interviews - TBC

Previous candidates need not apply

Job Types: Full-time, Fixed term contract

Contract length: 12 months

Pay: £27,711.00-£31,022.00 per year