



Ipswich Borough Council Job Description:

Criminal Justice Link Worker (Housing Navigator)

Main Purpose of Job

To provide comprehensive support, housing advice, information, and advocacy on all matters relating to people in the criminal justice system approaching the Council for housing assistance.

Main Duties

This post will require the post holder to work within 2 teams i.e. Housing Options and Probation.

To support ex-offenders approaching the Housing Options team and those placed in temporary accommodation within the Borough.

To give advice and assistance on a range of issues related to housing options, available accommodation, access to work and welfare benefits.

To attend multi-disciplinary and carry out the necessary research for the meetings. Also attend MAPPA and other similar meetings as required.

To build and maintain positive relationships with landlords, supported accommodation and any other temporary housing providers. Also strengthen and develop links and pathways with other services.

To manage own caseload, write reports, correspondence, prepare statistics and maintain accurate records.

To keep up to date on all criminal justice, probation, housing and other related and relevant legislation, case law, policy, as well as housing and welfare benefit issues.

To undertake any necessary training for the post.

To support in the provision of risk assessments.

To support applicants to complete Housing Register applications. Advise applicants of possible options that they may wish to consider and complete onward referrals to support and accommodation providers.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed



IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council

Person Specification

Criminal Justice Link Worker (Housing Navigator)

<u>ATTRIBUTES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESMENT</u>
<u>Qualifications</u>	Maths and English GCSEs or equivalent skills or experience	Qualification in either housing or advice work	Application/ Certificates
Work related experience	<p>Experience of working in a customer facing environment</p> <p>Experience of giving advice in a housing setting</p> <p>Experience of dealing with the public, often in difficult and stressful situations</p> <p>Ability to investigate problems and make informed decisions</p> <p>Ability to store and retrieve data on a computer</p>	<p>Experience in a similar role.</p> <p>Experience of working in the criminal justice system.</p>	Application Form/Interview
Specialist knowledge	Sound awareness of the criminal justice system and housing related issues	A working knowledge of: Criminal justice system; Welfare Rights; Housing Register / Allocation Policy.	Application Form/Interview
Personal skills	<p>Communication Skills; verbal, written and also interviews face to face, by phone and video link</p> <p>Ability to build and maintain good working relationships with external organisations</p> <p>Ability to organise and prioritise workload and meet deadlines</p> <p>Ability to work well as part of a</p>	Ability to write reports and produce statistics	Application Form/Interview

	team and also on own initiative		
--	---------------------------------	--	--