

## **STAFFING PROFILES FOR NEW MODEL**

- There is an opportunity to review the Service Manager role within the current structure. We recommend that the role be at K12 and be responsible for the broader 18 plus (and 16-18 supported lodgings/shared elements) housing provision. This should include shared (semi-supported)/supported lodgings (supported) /floating support/accommodation officers etc.). Therefore, this role would encompass a much broader remit, as accommodation is a significant service area requiring a strategic oversight. The role would lead the Housing Support Team and the wider work around move on options; liaison with districts and ensuring high quality personal housing plans.

Recommendation: The Service Manager post would change to a Team Manager post at KR12.

- There are currently five Accommodation Officer posts within the structure which are currently at KR7 and could probably remain as such, however there is an opportunity to use one of these posts for a Senior Practitioner post at KR9. This post would be able to support the supervision of Floating Support within this model. If we propose that our staying put carers (hosts) will move across to the 18 Plus Care Leavers Service, then these Accommodation Officers should become Housing Support Workers. These workers would support the Supported Lodgings placements and work in conjunction with the Personal Adviser to support the Hosts. We propose the Housing Support Workers are line managed by the Team Manager who sits within the 18 plus Care Leavers Service, to benefit from a more integrated model. Alternatively, Staying Put carers could remain being supported by Kent Fostering Service and be utilised to provide other support, such as outreach work to additional young people in supported accommodation.

- The role of the Housing Support Workers would extend to supporting move on options; quality assurance of personal housing plans and working with and alongside floating support.

### **Performance & Account Manager (this role should sit within this team)**

- Recommendation: A finance post (benefits/payments to carers & hosts/council tax) is recognised as a specialist area, that requires a dedicated resource, in order to ensure the local authority receives and maximises any 'income' due.

### **The roles and responsibilities of such a team would include:**

- Supporting young people who are care leavers directly with the advance claim for Universal Credit, claims for legacy benefits and benefit advice to maintain their benefit claim.
- Supporting carers (foster carers, staying put carers, SGO carers, Supported Lodging carers etc.) with claiming benefits/benefit advice.
- Providing a consultancy service to PAs/Social Workers/Supervising Social Workers
- Benefit awareness training and updates

- Designing leaflets with and for young people with benefit information.
- Maintaining close links with partner organisations (DWP/Housing/Council Tax)
- Providing the advice regarding the financial aspect of Staying Put/Supported Lodgings/Rent A Room. This includes monitoring the young person's rental contribution and ensuring it's being paid.
- Reviewing the Care Leaver Finance Policy every year, which includes staff/young people consultation, and then deliver briefing sessions for staff/Commissioned partners.
- Review the Staying Put/Supported Lodgings/Rent A Room policies (finance/benefit sections) & work on a Child Looked After Finance Policy.
- Supporting young people to maintain their tenancies by monitoring rent arrears and doing preventative work
- Supporting young people with applying for a reduction in their Council Tax liability and claim all eligible benefits.

### **Recruitment & Training Coordinator**

- It is recommended that this role be located within Fostering to recruit and train foster carers and Supported Lodgings hosts.