MTVH ROLE PROFILE

Date: 28/11/2025

Role Title (External)	**Assessment & Support Specialist**	**Directorate**	**Customer Services**	**Location**	**London and Midlands**
Reports To	**Team Leader**	**Function / Team**	**Service Development – Strategy & Support**	**Geographical Spread**	**National Cover**
Direct Reports	**None**	**Budget Sign-Off Approval Level**	**Has no direct of quantifiable impact on budgets**	**Suitable for Agile Working Options**	**Yes ☒ No ☐**
DBS Check Required	**Yes ☒ No ☐** **If yes for DBS check, which level is needed? Basic**			**Driving Licence** **Insurance check required**	**Yes ☒ No ☐** **Yes ☒ No ☐**

The nature of this role means that the post holder will be regularly involved in activity with vulnerable adults in receipt of social care. To meet our commitment to providing safe, high quality services to our customers we will complete a basic background check with the Disclosure and Barring Service once an offer employment is made. A new check will be completed every three years.

Overall Responsibility:

The Assessment & Support Hub will act as a gateway to internal support services and teams, and a central source of expertise and oversight on all areas of support. The Hub will also take on a coordination role for the most complex of support cases. As an Assessment & Support Specialist you will manage a respond to a range of concerns, referrals and casework that come into the Hub. Our goal is to work with our colleagues to reduce risk and achieve positive outcomes for customers. To achieve this, as well as your core work of advising and coordinating, you may also need to offer practical case management support to help colleagues build their own skills and confidence.

Key Responsibilities and Outcomes

- Receive referrals from across MTVH and conduct initial triage, assessments, and action planning, in partnership with colleagues. Determine the most appropriate team to lead support and overall approach to management of the case.

- Support colleagues in the management of support cases, providing advice, coaching, resources, and practical support - minimising risks and achieving positive outcomes for customers.
- Where needed, support colleagues managing cases by helping to complete referrals to statutory agencies, attending multiagency meetings, and collaborating with other professionals involved – always with the aim of building the skill and confidence of the case owner.
- Maintain accurate records of all casework and support colleagues in this. Ensure information is stored, shared and acted on appropriately.
- Liaise with external agencies to support good cross sector working, and to minimise risks and achieve positive outcomes for customer.
- Maintain oversight of support cases at varying levels of complexity and risk to ensure good join-up across the organisation and wider system and all risks are identified and understood.
- Complete, or support colleagues to complete, ongoing risk assessments for all cases – these will include both standard tenancy-based risk assessments, and specialist tools such as the 'Dash' checklist.
- Take a holistic view of all casework and concerns raised and cover all areas of customer support – including poverty, safeguarding, money and benefits, unmet social needs, domestic abuse, and mental health.
- Get alongside colleagues to help them increase their skill and confidence in providing support to our customers and managing risk.
- Maintain awareness, knowledge and understanding of key areas of customer risk for MTVH, including safeguarding children and adults at risk, domestic abuse, community safety, ASB, housing and environmental factors, contextual safeguarding, tenancy sustainment and the impact of multiple risk factors.
- Review issues raised under the Additional Customer Requirements policy, taking appropriate action to respond to these.
- Build and maintain highly effective and positive relationships with other colleagues across the directorate and the organisation.

Personal Competencies	Skills / Experience / Knowledge
• Able to take an enabling approach in their work, focussing on how their role and responsibilities enable the wider directorate and organisation to work effectively and successfully. • Naturally collaborative and supportive approach to building positive and productive working relationships with colleagues at all levels. • Committed to and passionate about the work MTVH does, and the customers we support. • Confident and enthusiastic in their work, with the ability to instil this enthusiasm in others.	• Excellent communications skills (including written, verbal, presentations, and IT literacy) • Experience of frontline service delivery in housing, social care, or aligned sector. • Experience supporting or coaching colleagues; or advising on an area of specialism. • Experience working in one or more of the following specialist areas: Domestic abuse, mental health, adult social care (in particular, unmet care needs), Care & Support service delivery or ASB.

• Confident in taking a partnering or coaching role with peers and colleagues to, for example, develop skills in a particular specialism such as hoarding support. • Open to challenge, and able to support colleagues with constructive input and challenge around their work. • Thrives under pressure and works calmly in stressful situations. • Empathetic, with emotional resilience and the ability to make objective decisions in challenging situations	• Experience coaching colleagues and partnering to build skills and confidence. • Experience of working as part of a team to share work and solve complex issues as a group. • Experience working with multiple agencies to coordinate support for an individual. • Experience working with complex, emotive, and distressing situations; and able to support themselves and colleagues appropriately. • Knowledge of relevant legislation and statutory frameworks, particularly relating to the role of housing providers. • Good understanding of housing, care and local public service delivery landscapes

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.

Other Requirements: Ability to travel across the MTVH area of operation, primarily London and the East Midlands.

MTVH ROLE PROFILE

Date: 28/11/2025

This role allows for agile working including working from home, but flexibility will be required to meet business requirements.