

JOB SUMMARY

Post Title	Assistant Homelessness Reduction Officer						
Job Family	Service Delivery	Pay Range	05	Line Manager to others?	No	Role profile ref	SD05
Service Area	Housing Needs						
Line Manager	Senior Housing Officer						
Location	County Hall						

Job Purpose

To provide assistance and support to the Homelessness Reduction Team contributing to their aim of resolving incidences of homelessness.

To assist the Homelessness Reduction Team in the council's statutory duties towards persons who are homeless or threatened with homelessness including the assessment of their eligibility, homelessness, and priority needs under the Housing Act 1996 (as amended).

- Job Context**
- Use multiple IT packages and systems in order to: write letters or emails, perform financial processes, record and analyse data.
 - To receive enquiries regarding housing from members of the public, referrals from colleagues, partner agencies and public bodies seeking to resolve those enquiries at the first point of contact where possible.
 - To support Homelessness Reduction Officers to interview and carry out assessments of needs of households requesting assistance or advice with housing under the Housing Act 1996 (as amended).
 - To be aware and up to date on what options are available to households and make appropriate referrals or sign posting including but not exclusively, private rented; Find a Home Scheme; home ownership options via Homes In Hants; Island HomeFinder; sheltered accommodation; intermediate rented; Affordable Rented; and supported accommodation.
 - To undertake casework, correspondence with households and complete appropriate referrals as identified by Homelessness Reduction Officers.
 - To maintain the current or any subsequent information collating databases being used with household's records to show an approach for assistance with housing advice and the outcomes of the assistance given ensuring all relevant documentation is stored on the database, handling confidential information in compliance with the organisation's procedures.
 - To undertake any other relevant duties that contributes to the overall aims of the service commensurate with your grade.
 - To continue work towards a level 2 apprenticeship in Housing and Property Management Assistant

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Good time management and ability to plan workload, and to work quickly and accurately.	E	
Self-motivated with the ability to work to targets / deadlines.	Able to demonstrate self-motivating qualities.	E	

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Awareness and understanding of the customer's / businesses' needs.	Has an awareness of the issues that can lead to homelessness and is able to demonstrate compassion and empathy.		D
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Has experience of working in an office environment and has working experience of giving advice, information and guidance.	E	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	Good verbal and written communication skills, is able to work under own initiative, team player.	E	
Ability to explain technical / legislative information with clarity and patience.	Has an awareness of homelessness legislation and welfare benefits.		D
Ability to follow routines, carry out set plans, record and monitor information accurately.		E	
Literate and numerate.		E	
Practical knowledge of ICT systems.	Experience in standard Microsoft Office applications such as Word, Outlook and Excel	E	
Able to maintain accurate records as and when required.	The post holder will need to have a good understanding of roles undertaken by colleagues in the service area, the range of interventions provided.		D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
GCSE level qualifications or equivalent experience	Maths and English GCSE 4 or C and above or equivalent qualification	E	
European Computer Driving Licence or equivalent			D
Other Requirements			