

## JOB SUMMARY

<b>Post Title</b>	<b>Homelessness Reduction Officer</b>						
<b>Job Family</b>	Service Delivery	<b>Pay Range</b>	08	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	SD08
<b>Service Area</b>	Housing Solutions Team						
<b>Line Manager</b>	Senior Housing Officer – Operations						
<b>Location</b>	County Hall, Newport/Agile						

### Job Purpose

- To identify and aim to resolve incidences of homelessness through effective assessment of need and casework and to identify alternative means of accommodation where homelessness cannot be prevented.
- To carry out 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

- To receive enquiries regarding housing from members of the public, referrals from colleagues, partner agencies and public bodies and respond to requests for housing advice and assistance, ensuring that enquiries are dealt with efficiently, professionally, and sympathetically and in a manner that enhances the image of the service and the council as a whole.
- To interview and carry out an assessment of needs of households requesting advice and assistance with housing, including the assessment of their eligibility, homelessness, and priority needs under the Housing Act 1996 (as amended), relevant orders and codes of guidance or any other subsequent legislation to allow households to make effective and informed choices about their accommodation options.
- To undertake casework and continued correspondence with households approaching for assistance advising them of the options and courses of action available to them to prevent their homelessness by providing a tailored Personal Housing Plan with jointly agreed actions.
- To identify households where homelessness may be prevented and act upon enquiries by liaising with accommodation providers, landlords, letting agents, housing associations, Housing Benefit department, financial institutions, Law Centre, CAB, Supporting People colleagues, support providers, Social Services and other Council departments, health staff and GPs, the voluntary sector and other relevant organisations in order to maximise the prevention of homelessness.
- Where appropriate, assist households to obtain appropriate advice, support and housing solutions by signposting or referring to relevant services who can assist them to meet their needs in order to prevent or relieve their homelessness.
- To undertake financial assessments of households to ensure support with financial assistance schemes are affordable for individual households and in cases where assistance is being offered in the form of a loan to administer the loan agreement including affordable repayment arrangements together with Direct Debit mandates.
- In cases where homelessness cannot be prevented and there is reason to believe that a duty to accommodate arises for those in priority need, identify temporary accommodation, and to remain working with the household to continue the process of relieving homelessness through the identification of alternative housing options.

## JOB SUMMARY

<ul style="list-style-type: none"> <li>Maintain relevant documentation/records to evidence work for housing advice and assistance and the outcomes of assistance give.</li> <li>To act as the homelessness duty officer on a rota system, both in working hours and for out of hours emergencies.</li> </ul>			
<b>Knowledge, Skills, and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements, and good practice guidance.	Considerable experience of working in homelessness, housing advice management or other similar service	E	
	Working knowledge of homelessness legislation, code of guidance and good practice	E	
	Working knowledge of welfare benefits	E	
	Experience working in tenancy sustainment	E	D
Sensitivity and empathy to build trusting and supportive relationships.	Ability to work in a supportive way an manage sensitive situations.	E	
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	Ability to undertake effective investigations and interviews.	E	
	Ability to bring a creative and solution centred approach to working	E	
Provide support to clients and colleagues using judgement to apply knowledge of systems, procedures, and best practice. Work within clear procedures and best practice guidelines.	Working knowledge of security of tenure/management of accommodation	E	
	Working knowledge of the range of tools to prevent homelessness	E	
Proven ability to build and maintain constructive working relationships with a range of people.	Effective communication, influencing and persuasion skills.	E	
	Ability to negotiate effectively for the best outcomes for the client and the service	E	
ICT skills including use of Microsoft applications.	Working knowledge of IT systems including Microsoft word and excel	E	
Proven ability to manage challenging behaviour in clients.	Ability to handle difficult situations and work under pressure	E	
Proven ability to communicate one to one and in small groups.	Effective communication, influencing and persuasion skills.	E	
	Experience of partnership working		D
Proven ability to prioritise own workload and achieve deadlines.	The ability to work on own initiative and as part of a team	E	
Literate and numerate. Ability to maintain required records.	Possess effective written and verbal communication skills	E	

## JOB SUMMARY

<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
GCSE level qualifications or equivalent.	Maths and English GCSE C and above or equivalent qualification	E	
Relevant vocational / professional qualification.	Hold or studying for a professional qualification in Housing.  Full or part qualified member of Chartered Institute of Housing		D
<b>Other Requirements</b>			
You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.			
Have use of a car and have full current driving licence.			
Satisfactory Criminal Records Bureau (DBS).			
May be required to undertake additional duties as commensurate with grade and role			