

JOB SUMMARY

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|---------------------|---|------------------|---|--------------------------------|-----|-------------------------|------|
| Post Title | Senior Homeless Reduction Officer - Operations | | | | | | |
| Job Family | <i>Service Delivery</i> | Pay Range | 9 | Line Manager to others? | Yes | Role profile ref | SD09 |
| Service Area | <i>Place – Housing and Planning Services</i> | | | | | | |
| Line Manager | <i>Senior Housing Officer - Operations</i> | | | | | | |
| Location | <i>County Hall</i> | | | | | | |

Job Purpose

To lead on the development and continued review of homelessness services in order ensure the council complies with current and future homelessness legislation and provides a robust service to those in need.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Oversee initial contact function and Homeless Reduction Officers providing first level escalation for risks identified from referrals and placements.
- To be the point of contact for initial escalation of risks, emergency accommodation placements for the homeless reduction team.
- To implement and continually review referral pathways and promote the importance of co-operation and joint working between bodies for the reduction of homelessness
- To carry out audits of casework of the Homelessness Solutions Team in order to ensure compliance with legislation and statutory duties and to ensure a consistent level of service is provided with regard to homelessness and prevention through quality assurance and to provide feedback to case holders on best practice
- Be the designated Gypsy and Traveller liaison officer for the IOW Council and provide advice and guidance to outside agencies.
- Deputise for the Senior Housing officer when absent and present the service at agreed multi-agency forums.
- Line manage and develop the HRO Assistant role in line with Service need.
- Create and deliver training/ pathways to partners in areas that include but are not limited to DTR, link officer roles and referrals.
- To review and oversee data compliance for H-CLIC.

Knowledge, Skills and Experience

| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
|---|---|------------------|------------------|
| Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific groups. | <i>Demonstrate ability to research, analyse and compile housing needs and homelessness data and present in a report format sufficient to reach a variety of audiences</i> | E | |
| In depth knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service. | <i>Can demonstrate experience of working in homelessness, housing advice or social housing and a in depth working knowledge of housing advice, homelessness legislation, code of guidance and good practice</i> | E | |
| Literacy and numeracy skills with proven ability to maintain accurate records and write clear, accurate and concise reports. | <i>Able to evidence ability to develop and implement policies, plans and projects necessary to inform on housing needs and pathways for referrals</i> | E | |
| Knowledge of relevant financial processes and experience or training sufficient to | <i>Evidence knowledge of processes in relation to approval of financial support for</i> | | D |

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| ensure financial processing and / or budget monitoring is completed accurately. | <i>households who are eligible for such assistance</i> | | |
| Good ICT skills including use of Microsoft applications and specialist systems. | <i>Be able to demonstrate ability to work in word, excel and outlook applications and with internet applications and bespoke database</i> | E | |
| Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines. | <i>Proven history of being able to identify and implement creative and new approaches to collaborative working and bringing a creative and solution centred approach to working</i> | E | |
| Good planning and organisational skills, with proven ability to use initiative, prioritise workloads, monitor and evaluate work and ensure deadlines are achieved. | <i>As well as ability to manage own workload, able to evidence the ability to evaluate casework and feedback to case workers on best practice and performance</i> | E | |
| Qualifications | | | |
| Role Profile requirements. | Job specific examples. (if left blank refer to left hand column) | Essential | Desirable |
| Educated to A level standard or equivalent or equivalent experience. | <i>A level, BTEC National or equivalent qualification or experience</i> | E | |
| Relevant vocational / professional qualification or equivalent experience | <i>Housing professional qualification (minimum part qualified)</i> | E | |
| May require relevant certifications including evidence of fluency in English language. | | E | |
| Other Requirements | | | |
| 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 and ability to travel to external appointments or training on the mainland | | | |
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| Satisfactory Criminal Records Bureau (DBS) check at enhanced level. | | | |
| May be required to undertake additional duties as commensurate with grade and role | | | |