

## **JOB DESCRIPTION**

<b>DIRECTORATE</b>	Deputy Chief Executive
<b>SERVICE</b>	Housing and Communities
<b>POST NUMBER</b>	TBC
<b>POST TITLE</b>	Homelessness Prevention Officer
<b>POST GRADE</b>	Local Salary Scale S5
<b>CONDITIONS OF SERVICE</b>	National Joint Council (NJC) for Local Government Services as amended locally
<b>RESPONSIBLE TO</b>	Housing Needs Operations Manager
<b>RESPONSIBLE FOR</b>	No supervisory responsibility
<b>JOB PURPOSE</b>	To increase the council's homelessness prevention capacity, enabling the housing needs team to intervene earlier to prevent homelessness and maximising the number of people who can remain in their existing home or source alternative accommodation.

<b>MAIN AREAS OF WORK</b>	
<b>1</b>	To consider, and offer, imaginative solutions to a household's housing problem, putting great emphasis on prevention of homelessness; be aware of the frequently changing options that are available to client groups, so as to identify the optimum solution for the applicant.
<b>2</b>	To arrange and attend initial housing options appointments and scope the PHP at the meeting with the Housing Needs Officer (HNO)
<b>3</b>	Support the implementation of Personalised Housing Plans for everyone presenting as homeless, as required under the Homelessness Reduction Act 2017
<b>4</b>	Supporting the HNOs to gather information for their statutory enquiries
<b>5</b>	Outreach to community venues and schemes within the district
<b>6</b>	Proactive engagement with landlords, letting agents and friends/family to prevent homelessness and source new accommodation
<b>7</b>	Engaging individuals with broader support services, for example money advice, employment, and health services
<b>8</b>	Carry out regular reviews and updates of the PHP
<b>9</b>	Keep accurate records of customer contact through our online databases
<b>10</b>	Complete referrals for other services including supported accommodation, employability etc
<b>11</b>	Ensure safeguarding procedures are followed, and relevant referrals made
<b>12</b>	Support with the delivery of any new Government Housing Needs Grants
<b>13</b>	Support with the delivery of Council PRS schemes including administering Rent In Advance & Deposit

<b>14</b>	To be part of a rota to complete housing triage tasks, this may consist of (but not limited to) making initial contact with homeless applicants, process enquiries from customers in connection with housing needs, undertake initial enquiries to establish homelessness, check initial documents in preparation for appointment and ensure added to client file
<b>15</b>	Ensure the application of good equal opportunity practice with regard to all duties of the post is adhered to. To treat all colleagues and service users equally and to challenge any discriminatory practices
<b>16</b>	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
<b>17</b>	Co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual
<b>18</b>	To undertake any other duties for which the post holder is competent and which the Head of Service considers necessary for the effective and efficient delivery of the Service

## PERSON SPECIFICATION



<b>POST TITLE</b>	Homelessness Prevention Officer		
<b>DIRECTORATE</b>	Deputy Chief Executive		
<b>SERVICE</b>	Housing and Communities		
<b>POST GRADE</b>	Local Salary Scale S5		
		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>			
Minimum GCSE level or equivalent including Maths and English		X	
<b>Experience</b>			
Minimum two years' experience in a housing or support role			X
Demonstratable computer literacy		X	
Proven ability to hold a caseload of customers with varying needs		X	
Experience and proven ability to work in collaboration with a range of partners to ensure holistic service provision			X
Benefits/Housing Grants			X
<b>Skills and Abilities</b>			
Excellent verbal and numerical reasoning		X	
Clear communication both verbally and written		X	
Time management		X	
Work under pressure and deal with unforeseen and urgent demands		X	
Deal with members of the public in a courteous and efficient manner		X	
Work as part of team		X	
Flexible and adaptable approach to working practices		X	
Excellent administrative skills		X	
Good negotiating skills		X	
<b>Training</b>			
Indication of willingness to undertake professional development		X	
<b>Knowledge</b>			
General housing issues and relevant legislation		X	

August 2022