

JOB DESCRIPTION



DIRECTORATE	Place & Climate Change
SERVICE	Housing & Regeneration
POST NUMBER	TBC
POST TITLE	Homelessness Prevention Officer
POST GRADE	Local Salary Scale S5
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Housing Needs Operations Manager
RESPONSIBLE FOR	No supervisory responsibility
JOB PURPOSE	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.

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

14	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
15	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
16	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
17	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
18	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



POST TITLE	Homelessness Prevention Officer	
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POST GRADE	Local Salary Scale S5	
	Essential	Desirable
Qualifications		
Minimum GCSE level or equivalent including Maths and English	X	
Experience		
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
Skills and Abilities		
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	
Training		
Indication of willingness to undertake professional development	X	
Knowledge		
General housing issues and relevant legislation	X	

August 2022