


## JOB DESCRIPTION



<b>DIRECTORATE</b>	Place and Climate Change
<b>SERVICE</b>	Housing and Regeneration
<b>POST NUMBER</b>	
<b>JOB TITLE</b>	Housing Needs Officer
<b>SALARY</b>	Local Salary Scale 6
<b>CONDITIONS OF SERVICE</b>	National Joint Council (NJC) for Local Government Services as amended locally
<b>RESPONSIBLE TO</b>	Housing Needs Manager
<b>RESPONSIBLE FOR</b>	No supervisory responsibility
<b>JOB PURPOSE</b>	To advise people seeking advice or assistance with any kind of housing problem relating to the District. To give people who are homeless or threatened with homelessness advice, information and assistance that is appropriate to their individually assessed needs to help their efforts to find accommodation. To provide well informed and reciprocal referral services for clients with a wide variety of agencies in the public, private and voluntary sectors. To provide support to the Homelessness Assessment and Allocation Teams, providing cover where required, ensuring resilience within the Housing section as a whole.

<b>MAIN AREAS OF WORK</b>	
<b>1</b>	To make prompt and thorough enquiries into the circumstances of people who apply as homeless or who are threatened with homelessness and to decide whether and how homelessness may be prevented or delayed
<b>2</b>	To consider and offer imaginative solutions to individual's and household's housing problems 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>3</b>	To ensure that members of the public receive comprehensive up-to-date advice on all aspects of re-housing in the public and private sectors, including advice on homelessness and the prevention of homelessness and to maintain confidentiality
<b>4</b>	To maintain professional working relationships with public, private and voluntary sector agencies. In particular with Primary Care Trusts, other health services, Adult Services, Children's Services, Citizen's Advice Bureau, RSLs, private landlords, commercial agents, Job Centres and Connexions, To liaise with these agencies as required to ensure clients are provided with a seamless service to meet their housing and related needs
<b>5</b>	To represent the Council at case conferences with other agencies in the public, private and voluntary sectors: to negotiate professionally with other agencies and, where appropriate, represent and be an advocate on behalf of clients

6	To acquire and maintain an up to date knowledge of housing law, including case law, Housing Benefit and other welfare benefits, housing policies, initiatives and all forms of assistance available to resolve housing problems, particularly homelessness prevention
7	To produce and maintain comprehensive file reports on all housing and homelessness applicants, other statutory and voluntary agencies, landlords and any other body or organisations regarding homelessness and housing register/transfer cases and to keep those files up to date. Provide and develop information on landlord/tenant law, domestic violence, harassment and welfare rights
8	To assess applications for housing, ensuring that Council policy and any statutory obligations are met, specifically by interviewing applicants to ascertain housing need; investigating claims of homelessness in accordance with legislation and guidance; arranging medical assessments and advising applicants of the decision, as required to provide cover for the Homelessness Assessment team
9	To ensure that regard is given to the Code of Guidance in the determination of all Housing Register, advice and homeless applications
10	To ensure that all re-housing opportunities available to the Council through nominations to RSL's, (HOMES) mobility schemes and through reciprocal arrangements are fully explored and utilized, ensuring the best use of the housing stock within the district and to promote and assist applicants to effect mutual exchanges
11	To assist the Housing Needs Manager with the preparation of information required for statistical purposes and monitoring of temporary accommodation and recovery of costs
12	To contribute positively to the use and development of the new technology within the Housing Needs, Initiatives and Private Sector Housing Teams
13	To liaise with other members of the Housing Needs Department to ensure that the section is adequately staffed at all times when the office is open to the public
14	To work to the rosters as agreed and to undertake out-of-hours cover in rotation with other Team members for homelessness problems arising out of hours
15	To contribute when required to the implementation of the Council's District Emergency Plans
16	To ensure an up-to-date knowledge of housing legislation and good practice is maintained at all times
17	To acquire and maintain an up to date knowledge of housing law, housing legislation, good practice, including case law, Housing Benefit and other welfare benefits, housing policies, initiatives and all forms of assistance available to resolve housing problems, particularly homelessness prevention are maintained at all times
18	To participate in corporate and service specific training as required in order to, maintain a high standard of personal knowledge and skills
19	When required, and as part of generic working, will work within other Services and Directorates in support of the Council's overall objectives and projects
20	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
21	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 Council's services

## PERSON SPECIFICATION



<b>POST TITLE</b>	Housing Needs Officer	
<b>DIRECTORATE</b>	Place and Climate Change	
<b>SERVICE</b>	Housing and Regeneration	
<b>POST GRADE</b>	Local Salary Scale 6	
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
At least to GCSE level (including English and Maths)	X	
Degree or Diploma in Housing		X
<b>Experience</b>		
Three years experience in homelessness legislation and relevant case-law		X
Experience and proven ability to hold a caseload and deal with individual clients with empathy and a clear understanding of their needs	X	
Experience of working in a target driven environment with clients under extreme pressure, ideally in a social services or housing context	X	
Working knowledge of preventing homelessness options		X
Experience and proven ability to work in a partnership with a range of partners to ensure holistic service provision		X
<b>Skills and Abilities</b>		
Excellent verbal and numerical reasoning	X	
Clear verbal and written communication	X	
Time management	X	
To deal with members of the public and other professionals in a courteous and efficient manner	X	
To work under pressure and deal with unforeseen and urgent demands	X	
To work as part of a team	X	
Demonstrable computer literacy	X	
Sound administrative and report writing skills		X
<b>Training</b>		
Willingness to undertake training where required	X	
<b>Knowledge</b>		
General housing issues and understanding of the legislative framework relevant to housing		X

September 2018