

JOB DESCRIPTION and PERSON SPECIFICATION

Post Title:	Homelessness Case Officer
Service Area:	Environmental Health, Net Zero, Housing & Community Services
Reports to:	Homelessness & Housing Systems Team leader
Scale:	5
DBS:	Yes

Overall Purpose

- To prevent homelessness where possible through comprehensive advice and assistance covering the full range of housing options offered by the Council and other agencies to enable customers to find solutions to their housing issues.

Overall Purpose of Job

- To work with customers and partners to manage homelessness cases in accordance with current legislation.

	Key Roles, Tasks and Responsibilities
1.	To deal with all enquiries relating to homelessness and other housing need enquiries.
2.	To monitor homelessness households through personalised housing plans, taking appropriate action when necessary.
3.	To assist in minimising the amount of time homeless households stay in temporary accommodation.
4.	Undertake homelessness investigations, issue decisions and discharge duties in accordance with the relevant homelessness legislation.
5.	To assist the Homelessness and Housing Systems team Leader in the delivery of services under the post holders control in accordance with annual service plans and approved budgets.
6.	Organising and participating in education/promotional events relating to Housing Options This may include attendance at events or meetings held outside of normal working hours and may involve public speaking or demonstrations.
7.	To manage assigned resources in accordance with Council policies procedures, budget systems and constitution including the administration of certain budgets.
8.	To advise and help landlords meet legislative requirements and to encourage use of accreditation schemes
9.	To ensure effective liaison with key partners and officers in associated organisations to develop cross boundary strategies on delivery of key Housing Plans relating to this post.
10.	Participate as a member of the section's team and from time to time provide expert advice in the Housing Services functions to officers and elected members.
11.	To contribute, work towards and promote the on-going issues on decent homes, best value, environmental issues, systems thinking, attendance management, crime and disorder and equal opportunities.
12.	To ensure or where required as part of your direct responsibility, carry out risk assessments for significant risks within the Council's undertakings. Identify appropriate controls, and ensure that control measures are implemented. When there are significant changes in the hazards or risks of the work activity, review the assessments.
13.	To carry out any other duties as may be deemed necessary by the Strategic Homelessness and Housing Team Leader or the Housing Services Manager
14.	Attendance at evening Council Meetings/Committees and working outside normal

	office hours may be required
15.	This job description may be reviewed and amended in consultation with the postholder, in light of any organisational developments within the Authority.

Post Characteristics	
Qualifications, essential experience	Knowledge of Housing legislation particularly relating to homelessness
Allowances	none
On call/emergency situations	N/A
Politically restricted post	No

Health and Safety Responsibilities -	
1.	<p>To be familiar with and at all times comply with</p> <ul style="list-style-type: none"> the Council's general health and safety policy, the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and local department specific health and safety procedures, <p>as amended or added to from time to time.</p> <p>To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.</p> <p>To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work.</p> <p>To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.</p> <p>To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.</p> <p>This job description may be reviewed and amended, in consultation with the post holder, in the light of any organisational developments within the Authority.</p>

Emergency Planning/Response Responsibilities	
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents.

Job Description Details	
Reviewed by:	Housing Services Manager
Approved by:	Housing and Community Group Manager
Latest Version Date:	June 2020
Evaluated:	A1976

PERSON SPECIFICATION

Job Title: Homelessness Case Officer

Division: Environmental Health, Net Zero, Housing & Community Services

Date Completed: May 2019

Criteria	Essential/ Desirable	Method of assessment
<u>Knowledge</u>		
Knowledge of private rented sector housing and legislation	E	3,4
Knowledge of the Housing Act Part VI and Part VII and associated legislation	E	3,4
Knowledge of preventative homelessness practice	E	3,4
Knowledge of customer care and how it applies in a Housing environment	E	3,4
<u>Skills/Abilities</u>		
Deal sensitively with customers	E	4
Able to work under pressure and with minimum supervision	E	4
Ability to prioritise own workload and meet deadlines	E	4
Able to work as part of a team	E	4
Able to input and analysis information put onto databases	E	4
Able to communicate effectively verbally and in writing	E	3,4

<u>Experience</u>		
Previous housing experience – 1year	E	3,4
Experience of dealing with people in Housing Need	E	3,4
IT literate	E	3,4
Experience of integrated housing systems	D	3,4
Previous experience of working with vulnerable people	D	3,4
Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E	3,4
Commitment to social inclusion and tackling barriers to access	E	4
<u>Qualifications/Training</u>		
Qualification in Housing Studies	D	3,5
Must be willing to undertake an enhanced DBS check	E	5

1. Test prior to shortlist
2. Test after shortlist
3. Application Form
4. Probing at interview
5. Documentary evidence