



JOB DESCRIPTION

POST:	Housing Solutions Assistant
DEPARTMENT:	Housing Solutions
REPORTING TO:	Corporate Manager – Housing Solutions
RESPONSIBLE FOR:	-
GRADE:	3

MAIN JOB PURPOSE:

- a) To work creatively and collaboratively to support the Housing Solutions Officers to prevent homelessness wherever possible.
- b) Offer basic housing advice to households and landlords on housing law and prevention of homelessness options.
- c) Assist the Housing Solutions Officers to ensure they are able to fulfil the new Homelessness Reduction Act 2017 duties
- d) Act as the first point of contact for anyone contacting the Councils in Housing Crisis.

DUTIES AND RESPONSIBILITIES:

- a) Deal with all initial contacts to the Housing Solutions Team, prioritise and allocate cases to the appropriate officer
- b) Offer basic housing advice to households and landlords on housing law and prevention of homelessness options, by using prevention tools including advice aid.
- c) Support the Housing Solutions Officers to manage a busy caseload of clients who have a housing crisis and provide standard written correspondence on their behalf to households on the advice given through a personal housing plan
- d) Encourage clients to meet the steps set out in their personal housing plan in order to relieve the homelessness crisis
- e) Maintain an up to date knowledge of relevant legislation and case law

- f) Accurately input cases onto the Homelessness Computerised System
- g) Record statistics relating to homelessness
- h) To complete administrative duties in relation to supporting the Housing Solutions officer in making payments from the homeless prevention fund, including removals and storage/
- i) Develop a good understanding of the private rented market so you can provide basic advice to clients
- j) Any other duties of a similar nature which may be required.

Key Relationships:

- a) The post holder will be required to work in a collaborative way with other members of the team and across service areas. Key relationships are expected with other housing teams, other services, the Strategic Revenue Partnership and Members
- b) A close working relationship will be required with external agencies such as adult social care, probation, supported housing providers and private landlords

Additional information

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
a) Relevant qualification at NVQ3/A Level or b) Good level of equivalent knowledge gained through experience	A A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
c) A good understanding of welfare benefits, including Universal Credit d) Good knowledge of homeless legislation, Code of Guidance and the prevention options available e) The ability to identify problems and find solutions f) The ability to analyse situations and problems and be able to identify the relevant person to refer to g) An ability to communicate to different audiences in an appropriate manner, in writing and orally. h) Proficiency in the use of housing allocations software, Word and Excel i) Experience of dealing with people in difficult circumstances j) Experience of working in a homelessness or housing related field k) Experience of managing competing demands in a busy working environment l) Experience of working independently with minimal supervision m) A current driving licence	A/I A/I A/I A/I A/I/T A/I/T A/I A/I A/I/T A/I A/I

SKILLS/ATTRIBUTES*(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)*

a) Works co-operatively within a team and with people from other teams and services	A/I
b) Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or comfort zone to help in emergencies or provide backfill to others	A/I
c) Uses transferrable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities	A/I
d) Ability to use own initiative to manage competing demands and when dealing with a busy caseload	A/I
e) Displays understanding, empathy and discretion towards people facing personal difficulties	A/I
f) Uses skill and judgement to manage difficult situations and people who are upset or angry	A/I
g) Has an ability to re-prioritise own work when faced with urgent or unexpected situations	A/I/T
h) Has an understanding of how to deliver unwelcome news with tact but firmness	A/I
i) Displays the integrity to deal fairly with all customers	A/I

BEHAVIOURS*Behaviours will be tested at interview against the Council's values (further detail below)*

Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP

EQUALITY AND DIVERSITY

Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I
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Our Values

...we believe in



OUR PEOPLE



OUR CUSTOMERS



BEING OPEN and HONEST



TAKING OWNERSHIP



BEING AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

