



## Job Description

1. **Job Title:** **Housing Solutions Officer**
2. **Reports to:** **Professional Lead, Housing Solutions**
3. **Responsible for:** -
4. **Grade:** **5**
5. **Job Purpose:**
  - a) To work creatively and collaboratively to prevent homelessness wherever possible.
  - b) Offer detailed, complex advice to households and landlords on housing law and prevention of homelessness options.
  - c) Ensure compliance with the new Homelessness Reduction Act 2017, including ensuring the prevention or relief duty is met wherever possible
  - d) Make homelessness decisions in line with the statutory framework and provide comprehensive written decisions when homelessness prevention is not possible.
6. **Specific Deliverables:** (what the job is required to achieve)
  - a) Provide advice and take positive action to prevent homelessness wherever possible using a range of methods.
  - b) Manage a busy caseload of clients who have a housing crisis and provide written correspondence to households on the advice given through a personal housing plan and ensure comprehensive information is provided on the options available to them and the steps they and you will take to prevent homelessness.
  - c) Motivate and empower clients to meet the steps set out in their personal housing plan in order to relieve the homelessness crisis.
  - d) Use professional judgement and expertise to interpret the relevant legislation, Code of Guidance and Case Law to make detailed decisions.
  - e) Ensure that temporary accommodation is provided when required, whilst reducing the reliance on Bed and Breakfast accommodation.
  - f) Maintain an up to date, comprehensive knowledge of relevant legislation and case law
  - g) Develop co-operative working relationships with statutory and voluntary agencies such as supported housing providers, social workers, probation officers and the Citizens Advice Bureau

- h) Record statistics relating to homelessness
- i) Build a comprehensive understanding of the private rented market and develop positive links with landlords and agents in order to maximise the housing options for homeless households
- j) Contribute to the development of a Homelessness Strategy
- k) Collaborate with the Financial Inclusion Unit and other cross-functional projects to ensure that corporate objectives are met and delivered
- l) Be available, along with other members of the team to take emergency calls outside office hours.
- m) Any other duties of a similar nature which may be required.

## **7. 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.

## PERSON SPECIFICATION

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

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
Relevant qualification at NVQ4/degree or	A
Extensive equivalent knowledge gained through experience	A/I
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
A comprehensive understanding of welfare benefits, including Universal Credit	A/I
Expert knowledge of homeless legislation, Code of Guidance and the prevention options available	A/I
The ability to identify complex problems and find creative solutions	A/I
The ability to understand and interpret legislation and relate to individual cases	A/I/T
The ability to analyse situations and problems and extract information which is relevant to the decision making process	A/I/T
An ability to communicate complex legislation to different audiences in an appropriate manner, in writing and orally.	A/I/P
Proficiency in the use of housing allocations software, Word and Excel	A/I/T
Experience of dealing with people in difficult circumstances	A/I
Experience of working in a homelessness or housing related field	A/I
Experience of managing competing demands in a busy working environment	A/I
Experience of writing Part 7 decision letters	A/I
Experience of working independently with minimal supervision	A/I
A current driving licence	A/I
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Works co-operatively within a team and with people from other teams and services	A/I

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
Works proactively and collaboratively in cross-service project teams when representing own specialism	A/I
Uses transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities	A/I
Ability to use own initiative to manage multiple competing demands and when dealing with a busy caseload, with many complex cases	A/I
Displays understanding, empathy and discretion towards people facing personal difficulties	A/I
Uses skill and judgement to manage difficult situations and people who are upset or angry	A/I
Has an ability to re-prioritise own work when faced with urgent or unexpected situations	A/I
Has an understanding of how to deliver unwelcome news with tact but firmness	A/I
Displays the integrity to deal fairly with all customers	A/I
<b>BEHAVIOURS</b>	
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
<b>EQUALITY AND DIVERSITY</b>	
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



# 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.

