JOB DESCRIPTION

**Post Title: HOUSING SOLUTIONS OFFICER**

**Service: Planning, Housing & Environmental Health – Housing Solutions Service**

**Reports to: Senior Housing Solutions Officer**

**Grade: Scale 5-6**

# Job Purpose

To provide a comprehensive homelessness prevention and relief service, through the use of advice, guidance and assessments completed in line with the Housing Act Part VII.

The post holder will be required to work collaboratively with the accommodation team and the allocations team to ensure a high quality customer focused, service is offered to all customers.

# Key Functions

1. To deliver a proactive service which has a strong emphasis on the prevention and relief of homelessness, offering advice and assistance and housing options for those with a housing need, directing them to a solution that best meets the household’s needs.
2. Ensure that applicants’ housing and wider support needs are thoroughly assessed, in line with the homelessness legislation, statutory guidance and the Council’s policies and procedure.
3. Ensure that bespoke Personalised Housing Plans are completed and issued which give details of the advice and assistance given, and make any necessary referrals to partner agencies which are identified during the completion of the plan.
4. Where appropriate liaise and negotiate with landlords and excluders and implement the Councils homelessness prevention schemes to prevent or relieve homelessness.
5. To work proactively with the accommodation team, where homelessness cannot be prevented, to ensure that accommodation offers are suitable and meet the customers’ needs, are offered in line with legislation and that any placements in TA are effectively managed.
6. Make inquiries regarding applications and ensure timely decisions are made which meet legislative requirements, ensure that decision letters are personalised for the customer, set out how the decision was made, and ensure that the customer is made aware of their right to review.
7. Manage a large caseload, and ensure timely and comprehensive case notes are kept regarding each case.
8. To actively promote all housing solutions to customers, including social and private sector and ensure that those accessing the service have access to information to allow them to take advantage of these options.
9. Where appropriate work with the allocations team to ensure that Housing Register Applications are progressed for homeless applicants ensuring that the service has the necessary documents to progress the application.
10. To maintain a strong customer focus at all times in line with our commitment to providing high quality services.
11. Promote effective working relationships with internal departments and external agencies, following referral procedures, protocols and processes (social services, health, probation, landlords, housing benefit, community safety partnership, CAB, debt advice)
12. Maintain a comprehensive knowledge of housing and related legislation by keeping up to date with current issues and case law relating to Homelessness and the delivery of a legally compliant service.
13. To comply with the duties placed upon employees by the Equalities Act 2010, Data Protection Act 2018 and the Councils Health and Safety and Safeguarding Polices. To act in accordance with all instruction, information and training required in relation to these Acts and Policies.
14. Carry out any other duties appropriate to the post which may be requested from time to time including participating in the Council’s out of hour’s service as required.

Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake.

**Behavioural Competencies**

• Ability to demonstrate understanding and commitment to the organisation and its visions and values.

• Customer focussed with the commitment to put customers (internal and external) first, with the ability to deliver a consistently high quality service.

• Demonstrates a positive “can do” approach to change and is improvement focussed with the ability to identify opportunities to improve performance.

• Ability to assess, be creative and respond accordingly to the situation.

• Ability to negotiate and liaise.

• Demonstrates consistency, integrity and accountability.

• Demonstrates drive and a desire to work well to improve individual and organisational performance.

• Ability to communicate clearly and effectively and to work co-operatively with colleagues, internal and external partners, working pro-actively across cultures, organisational boundaries, sharing information, new knowledge and ideas.

• Aware of impact and appropriateness of own personal style. Accepts accountability and responsibility for own actions and able to work part of a team, showing commitment to team goals and values.