JOB DESCRIPTION

**Post Title: HOUSING SOLUTIONS PREVENTION OFFICER**

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

**Reports to: Senior Housing Solutions Officer**

**Grade: Scale 5-6**

# Job Purpose

The Housing Solutions Prevention Officer will work closely with key partners on the early identification of households who might be at risk of homelessness and provide a comprehensive homelessness prevention service, using advice and guidance with the aim of finding solutions for households who are at risk of homelessness and prevent homelessness from happening.

The post holder will be required to work collaboratively with the Housing Solutions Officers, Temporary Accommodation Service, and the Allocations Service to ensure a high-quality customer focused, service is offered to all customers.

# Key Functions

1. To deliver a proactive service and work with partner agencies to identify and advise those at risk of homelessness on the steps they should take to prevent them from losing their home.
2. To work with families to prevent them from becoming homeless with the aim of reducing temporary accommodation numbers and support work to end rough sleeping by increasing activity to prevent single homelessness through maximising homeless prevention initiatives.
3. To develop relationships with housing providers, including letting agencies and landlords, with the aim of establishing links to maximise settled accommodation and to implement the Councils homelessness prevention schemes to stop homelessness.
4. To support those who are at risk of homelessness to access other services, identify other sources of financial support, and provide ongoing necessary support until the risk of homelessness has been eliminated
5. Manage a large caseload and ensure timely and comprehensive case notes are kept regarding each case.
6. 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.
7. Where appropriate work with the Allocations Service to ensure that Housing Register Applications are progressed ensuring that the service has the necessary documents to progress the application.
8. To maintain a strong customer focus at all times in line with our commitment to providing high quality services.
9. 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)
10. 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.
11. 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.
12. 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.