



## **Role profile**

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**Job Title:** Housing Solutions and Independence Officer

**Post Number:** 217026

**Grade:** SO2/PO1

**Directorate:** Housing, Planning and Economic Regeneration

**Service:** Homelessness, Independence and Preventative Services

**Reports to:** Assistant Service Manager

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### **PURPOSE OF ROLE:**

- You are a frontline professional delivering a first class, modern and flexible service to some of the most vulnerable people in the Borough. You are outcome focussed and creative in the way you achieve successful outcomes, offering bespoke solutions on a day-to-day basis.
- Take proactive steps to prevent and resolve crisis across the housing, health and social care agendas.
- To carry out holistic assessments of housing, health and social care needs, providing timely and appropriate interventions and referrals, with the aim of minimising avoidable use of higher level statutory and crisis service provision.
- To provide the service in different locations and settings in the Borough, including outreach sessions, carrying out home visits as well as raising awareness with residents and professionals.

### **KEY ACCOUNTABILITIES**

- To work effectively as part of the Housing Service, delivering corporate objectives through the work of the department and under the direction of the Divisional Head of Service through divisional service plans.
- To work flexibly across the service area and with partners to achieve the objectives of the Council.

- To work as part of multi-disciplinary teams to enable the breaking down of divisional and departmental barriers and to encourage the concept of both internal and external partnership working.
- To work with key stakeholders, local residents and the voluntary sector in improving service delivery and promoting creative and innovative ways of working to improve efficiency and secure value for money.
- To promote a philosophy of putting customer needs first at every opportunity and to put in place arrangements to action this.
- To oppose and where possible eradicate all forms of discrimination, making a positive contribution to managing diversity, both as an employer and service provider.
- To raise performance in Hounslow by contributing to a culture of continuous improvement.
- To promote a positive image of Hounslow and to champion the interests of Hounslow's community, stakeholders and partners at external conferences, seminars and working parties as may be required.
- To work collaboratively with teams, departments and partner agencies to provide holistic advice and solutions and deal promptly with enquiries and referrals by telephone, email (or other electronic means), face to face, via home visits and in an outreach capacity in the Borough ensuring a high quality housing, health and social care prevention focussed service is provided.
- To contribute to the effective delivery of the integrated preventative service across housing, health and social care, providing a proactive, accessible, efficient and effective front line service; promote access to preventative services, working proactively to ensure services are accessed in a timely way.
- To interview, assess and investigate individual need holistically to determine the best options available; support, coach and empower service users to independently assess and manage their own housing, health and social care needs and make informed choices. Carry an individual caseload of vulnerable people requiring short term support and undertake casework to prevent homelessness and prevent escalation to higher level services.
- Attempt to resolve disputes at initial contact that may place a person's housing at risk, seeking to conciliate wherever possible, ensuring all parties are aware of their rights, responsibilities and remedies; promote access to the private rented sector, taking appropriate action/make referrals if tenancies are at risk of breaking down.

- Increase Service Users' ability and competency to maintain appropriate accommodation independently; maximise social inclusion, community cohesion, and reduce social isolation; achieve improved health outcomes for individuals; minimise use of all crisis/emergency services and minimise avoidable or inappropriate use of long term statutory support services.
- Reduce carer/family breakdown by intervening and providing appropriate support, proactive intervention and referrals to relevant services.
- Maintain an ongoing knowledge and understanding of relevant legislation and the Council's statutory duties in relation to housing, health and care needs, ensuring advice given is accurate at all times and provide tailored solutions to meet identified needs.
- To assist with responses to initial complaints and enquiries from customers, Councillors and MPs, assisting to resolve service issues at the earliest opportunity.
- To identify cases of fraud and misrepresentation and ensure appropriate legal action can be taken.
- To actively participate in organisational change, contribute to a culture of continuous service improvement and demonstrate strong problem-solving abilities in day to day work. To contribute to project work as required, progress and monitor new initiatives and take responsibility for specific tasks, including ICT developments.
- To utilise ICT systems to record and maintain accurate and up to date case records, monitoring own casework and performance targets. To adhere to Data Protection requirements at all times when collecting, recording and handling personal data.
- To participate in a duty rota system, covering telephone, email and face to face enquiries on a drop-in, appointment and emergency basis and at different locations in the Borough; be available outside normal working hours in exceptional circumstances.
- To cover for other staff across the service when required and understand that job descriptions are fluid and subject to regular updates to reflect the needs of the service, residents and wider Council priorities; undertake other duties that are commensurate with the grade of this post as required.
- To respond to enquiries and referrals in accordance with service level agreements and KPI's
- Make effective use of multiple ICT systems to check and record information.

- To assess the needs and risks of vulnerable people giving bespoke advice and intervention with a focus on the housing, health and social care preventative agendas, and taking decisive action to avert or prevent crisis.
- To devise and manage support plans for those clients needing interventions, providing an appropriate level of support until the service user no longer requires support or until handed over to a longer term or specialist support service, making timely referrals.
- To assist to maintain up to date information on web-based resources.
- Cover for other staff across the service as required and undertake other duties commensurate with the purpose of the post.
- To participate in the Council's emergency planning and responses to emergency situations when required to do so.
- To assist in the conduct of elections when required to do so.

**These are the values that drive us:**

### **Lead with heart**

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

### **Do new**

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

### **Pass on the power**

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

## **Harness the mix**

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

## **Be a rock**

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

## **The top 5 things about you that are most important:**

- You have experience of multi-disciplinary working involving complex and diverse client groups and an understanding of complex legislative frameworks including homelessness, social care, mental health, immigration and welfare benefits.
- You are a great communicator to engage effectively with a broad range of people to influence, negotiate and persuade and you quickly build trusting relationships with complex individuals to develop a comprehensive understanding of issues faced by vulnerable people.
- You act with integrity, take personal responsibility and handle stress effectively while maintaining high levels of motivation and enthusiasm to achieve successful corporate preventative outcomes, using proactive and creative solutions.
- You work independently, proactively and flexibly, being an expert problem solver demonstrating excellent analytical skills, to seek out and implement bespoke solutions to complex issues and make decisions confidently.
- You are a high performing individual who works collaboratively with others, adapting to meet a range of changing needs while achieving targets and service objectives and make the team the very best it can be.

**Qualifications:**

- You have relevant work-based experience and engage in continuous professional development.
- You can travel independently around the Borough to carry out home visits and meet other professionals in community settings.
- A basic DBS check is required.