

## Job Description

<b>POST TITLE</b>	Homeless Prevention Officer	<b>POST NO:</b>	HH1232
<b>SERVICE UNIT</b>	Housing & Development	<b>GRADE:</b>	8
<b>JOB EVALUATION</b>	A2142	<b>JOB FAMILY</b>	If applicable
<b>RESPONSIBLE TO:</b>	Senior Housing Needs Officer		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Burnley Town Hall	<b>STATUS</b>	Staff

### Job Purpose

To assist in providing a comprehensive housing advice and support service to residents under threat of losing their home.

To prevent homelessness wherever possible and maximise housing options for those at risk of homelessness.

### Main Duties and Responsibilities:

1. To assess the needs of residents at risk of losing their homes, to advise them about their rehousing options in the light of any statutory duties, and to provide a pro-active support service to them.
2. To provide advocacy support for customers at threat of losing their homes in a range of situations, including negotiating with mortgage lenders, social and private landlords, and social and welfare support agencies
3. To work with landlords in both the private and social sector and tenants to preserve existing tenancies and prevent homelessness
4. To negotiate with private landlords to support them and their tenants if they are experiencing difficulties managing the tenancy and the relationship
5. To help tenants address arrears, maximise their income and access appropriate support.
6. To engage directly with private landlords to support them in being able to continue to accommodate their tenants by the provision of advice and information.
7. To build positive working relationships with private landlords and attend relevant meetings and landlord forums
8. To manage a caseload effectively and meet all performance targets.
9. To promote all housing options including home ownership, renting from private landlords and Housing Associations to residents in need of rehousing.

10. To refer customers to other staff in the Service Unit or elsewhere, in order to give the required detailed or specialist advice outside of that required by this role as and when necessary, including, for example, advice on housing benefits issues.
11. To provide home visiting or locally based advice services as required.
12. To monitor the performance of Housing Associations in relation to the b-with-us choice-based lettings scheme, and to bid on behalf of the clients, where it relates to the duties and responsibilities of this post.
13. To contribute to the continuous improvement of the service and the development and delivery of the Homeless and Rough Sleeping Strategy.
14. To develop and maintain liaison arrangements for the provision of services by health providers, social services, probation and other relevant agencies to customers under threat of losing their home, and to attend case conferences with these agencies as appropriate.
15. To act in the absence of the Senior Housing Needs Officer in conjunction with other team members, as appropriate.
16. To participate in corporate groups as required.
17. To be responsible for all budgets under the postholder's control, ensuring compliance with income and expenditure targets at all times.
18. To ensure adequate records and statistics are maintained.
19. To prepare written and verbal reports as required.
20. To undertake additional training relevant to the duties of the post, as required.
21. To keep up to date with current case-law, legislation and changes in local and national housing policy.
22. To work actively to promote community cohesion, good race relations and equality of opportunity.
23. To undertake such other duties as may be required from time-to-time and which are commensurate with the salary grading of the post.

### **Health & Safety**

Employees are required to work with their employer to ensure a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

### **FOOTNOTE**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the postholder's responsibilities.

**Equality Act 2010**

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

## Person Specification

<b>POST:</b> Homeless Prevention Officer	<b>GRADE:</b> 8
<b>DIRECTORATE:</b> Operations	<b>POST NO:</b> HH1232

<b>Selection Criteria:</b>	<b>Essential/ Desirable E/D</b>	<b>Means of Assessment: Application/Interview/Test/ Presentation/ Production of Certificates A/I/T/P/C</b>
<b>QUALIFICATIONS</b>		
1. Full or part housing qualifications e.g. NVQ National Certificate, CIOH	D	A/C
<b>EXPERIENCE</b>		
2. Experience of working with private landlords to prevent evictions and to enable clients to access good quality private rented accommodation	E	A/I
3. Experience of assessing needs and offering housing advice to the public, including achievement of appropriate solutions to housing needs problems	E	A/I
4. Experience of multi-agency and multi-disciplinary working in relation to housing needs	E	A/I
5. Experience in the use of computers, including Microsoft packages	E	A/I
6. Experience of producing detailed letters, reports and support plans	E	A/I
<b>SKILLS</b>		
7. Ability to work under pressure in demanding situations, including working with customers in difficult and stressful circumstances	E	I
8. Ability to prioritise and organise own workload and work with minimum supervision and meet deadlines	E	A/I
9. Ability to work effectively as part of a team	E	A/I

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10. Effective verbal and written communication skills including the ability to write detailed letters, support plans and reports	E	A/I
11. IT literate and able to use computer software effectively	E	A/I
<b>KNOWLEDGE</b>		
12. Working knowledge of relevant lettings, homelessness and housing act legislation including security of tenure and private tenants' rights	E	A/I
13. Working knowledge of Housing Act 1988 and Protection from prevention from eviction Act 1977	D	A/I
14. A good knowledge of services, welfare benefits and support available to applicant experiencing housing problems	D	A/I
<b>OTHER</b>		
15. To demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity	E	I
16. Possession of full driving licence and willingness to travel to various locations in and around the Borough	E	A/C
17. Access to own vehicle for work purposes	E	A

<b>The Burnley Way</b>
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>