 **Role Profile**

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| **Job Title** | Housing Options Officer | | |
| **Team** | Housing Options Team | **Grade** | 7 |
| **Reports to** | Housing Options Team Leader | | |
| **Date** | 26.06.2024 | | |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| To provide comprehensive and effective housing advice to all customers who approach the Council as homeless or threatened with homelessness working to prevent and relieve homelessness wherever possible and to secure suitable accommodation solutions.  To ensure the Council fulfils its statutory homelessness duties. |

**Key areas of focus:**

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| 1. | To triage, interview and assess the housing and support needs of customers approaching the Council for advice on their housing situation. |
| 2. | To investigate cases of actual or threatened with homelessness to fulfil the Council’s statutory duties in respect of homeless applicants. To make recommendations to the Housing Options Team Leader regarding the Council’s responsibilities.  To work proactively with clients to prevent homelessness wherever possible, through providing an advisory and advocacy role in areas such as negotiating with families; landlords/agents; lenders, providing debt advice; liaising with other agencies and attending court. |
| 3. | To attend and participate in multi-agency meetings such as Child in Need, Child Protection MAPPA, MARAC, ASB and Community Safety groups. |
| 4. | To liaise with other Council departments and external organisations, agencies and service providers as appropriate including Adult and Children Services, medical professionals, the Police, Citizens Advice, Probation service, Department of Works and Pensions and Support agencies as required. |
| 5. | To attend advice and options surgeries, undertake assertive outreach as required and to undertake home visits and property inspections to customers who are threatened with homelessness as necessary. |
| 6. | To deputise as required for the Housing Options Team Leader. |
| 7. | To keep up to date on all housing and other related and relevant case law, policy and housing and welfare benefit issues and maintain knowledge on Council policy and procedures. |
| 8. | Assist clients to access Discretionary Housing Payments and the Council’s Rent Deposit/Bond scheme, RIA and other homeless prevention tools. |
| 9. | To participate in the Council’s out of hours homelessness emergency service. This will be on a rota basis, one week at a time. You are reimbursed additionally for this work |
| 10. | Process and assess housing register applications, completing investigations and assessments in line with the Council’s Housing Allocation scheme, including home visits. |
| 11. | To contribute to performance reports and outcomes against agreed service standards and performance measures. |
| 12. | To investigate and provide information, within specified timescales, in response to service enquires or complaints from local councillors, MPs and the Housing Ombudsman, Local Government Housing Ombudsman. |
| 13. | To communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels. |
| 14. | To comply with all the Council’s policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding. |
| 15 | To ensure that all works completed are in accordance with Arun District Council’s standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place. |
| 16 | To positively represent and promote Arun District Council, at all times. |
| 17 | To develop effective working relationships with internal and external customers, colleagues and agencies to ensure the highest standards of service are achieved. |
| 18 | To maintain comprehensive, accurate, and timely records of all contacts and actions fully utilising all IT systems operated by the Council. |
| 19 | To carry out any other duties appropriate to the grading of this post as required by any member of the Housing Services management team. |
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**Additional information (not contractual)**

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| 1. | Responsible for 0 staff. |
| 2. | Not responsible for budgets. |
| 3. | Service delivery;  The postholder is expected to contribute to the improvement of service delivery standards. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| GCSE English and Maths | x |  |
| Educated to A-level standard or equivalent. |  | x |
| Part or full housing qualification |  | x |
| **Experience** | | |
| Minimum of 2 years’ experience of working for a Local Authority or Housing Association delivering front line customer service.  Minimum of 1 year experience of dealing with customer enquiries regarding all matters relating to homelessness. | x  x |  |
| Experience of dealing with vulnerable customers. | x |  |
| Experience of positive multi-agency working to achieve shared outcomes. | x |  |
| Experience of writing and issuing detailed, legal and robust S184 decision letters. | x |  |
| Experience of “front line” interviewing. | x |  |
| Experience of dealing with confrontational situations | x |  |
| Experience of carrying out housing needs and affordability assessments. | x |  |
| **Knowledge** | | |
| Working knowledge of Part 7 of the Housing Act 1996 and the Homeless Reduction Act 2017 |  | x |
| Knowledge of agreements under different tenure types |  | x |
| Knowledge of safeguarding Practices |  | x |
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| **Behaviours** | | |
| Ability to remain flexible and resilient when encountering new or different circumstances and identifying solutions. | x |  |
| Demonstrates genuine interest, care and concern for others to understand their perspective. | x |  |
| Considers the wider needs of others when communicating and encourages tolerance and respect in others. | x |  |
| **Competencies** | | |
| Able to communicate (sometimes contentious matters) clearly, appropriately, and respectfully at all levels. | x |  |
| Able to gain insight into customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| Actively seeks out best practice and CPD to understand current issues related to the department, sector and profession to make informed decisions. | x |  |
| Is resourceful and able to make decisions with limited supervision. | x |  |
| Displays Arun’s values and behaviours when interacting with internal and external stakeholders developing a network of contacts. | x |  |
| Able to identify internal/external issues, consider solutions and implement to support objectives. | x |  |
| Demonstrates and actively seeks to evolve with own self- awareness, self- management (emotional self- control/adaptability/outlook and relationship management) | x |  |
| **Other** | | |
|  | Yes | No |
| Does this role require an **Enhanced** DBS check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). | x |  |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? | x |  |
| Does this role require a driver’s licence and access to a vehicle? | x |  |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |