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| **Broxbourne Borough Council** | |
| **Job Title: Rehousing Pathway Officer** | **Job Ref: RPO** |
| **Job Location: Bishops’ College Churchgate Cheshunt Herts** | **Hybrid: Yes** |
| **Department: Planning and place** | |
| **Reports to: Senior Housing Support Officer** | |
| **Full time: 37 within a scheme of flexible working hours** | |
| **Grade: K37** | |
| **Alcohol restricted post: Yes** | |
| **Car: Yes - mileage rates paid in accordance with HM Revenue services** | |
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| **Values: (statement to be included about the values)**  The Council has adopted the core values of Teamwork, Innovation, Effectiveness and Respect (TIER).  The values and their underlying behaviours, demonstrate the Council’s commitment to providing excellent customer care, working in a joined up way, showing respect at all times and looking at innovative and forward thinking solutions. | |
| **Summary:**  **Job outline**   |  |  | | --- | --- | |  | To deliver excellent customer care and personalised support to homeless households living in temporary accommodation (TA).  To reduce the amount of time households spend in temporary accommodation, within the context of homelessness legislation.  **Duties**  Conduct face-to-face assessments with customers on and off site to explore housing options, identify support needs, and make referrals to relevant partner agencies where appropriate  Be the main point of contact for both customers and partner organisations, ensuring clear communication and progress on each case.  Regular liaison with Homeless Officers and the customers on all aspects of their case. Make sure customers are fully informed, supported and assistance given to carry out actions on their personalised housing plan  Work closely with internal teams and external partners (e.g. social workers, supported housing, mental health services) to coordinate multi-agency support for the customer.  Assist customers with property searches in the private rented sector and provide support by attending viewings when they receive an offer of settled accommodation  Maintain accurate records of all case activity and customer contact.  To ensure Housing Advice is represented on a range of internal and external bodies and ensure the Council participates in all multi-agency and inter disciplinary bodies where it is appropriate to do so  To undertake any other related duties and responsibilities as they arise.  This role will support the Housing Advice Service to continuously improve housing advice and options in keeping with the requirements of the Homelessness Reduction Act 2017. It will also contribute to the delivery of key strategic priorities of the Council’s Homelessness Strategy 2019-2024 by reducing the length of time households spend in TA  The postholder will also work closely with the Council’s Digital Transformation team continue to improve the quality of life for local communities and put local people at the heart of everything the Council does, continually driving forward customer service improvements throughout the Council. | | |
| **Diversity, Equality and Inclusion (EDI)**  All staff must comply with the Council’s Policy on Equal Opportunities and undertake training to ensure the fair and equal treatment of all Council staff and customers. | |
| **Employment checks required for this post**  The Council is required by the Home Office to carry out standard Right to Work checks for all employment under the Asylum and Immigration Act 1996. If you cannot produce Right to Work documentation or are unsure whether the documents you have provide the necessary proof please contact Human Resources prior to your interview. | |
| **Employment of Ex-Offenders**  Broxbourne Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We therefore welcome applications from a diverse range of candidates. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, people will not be asked to disclose convictions which are ‘spent’ under the Rehabilitation of Offenders Act 1974. Having an ‘unspent’ conviction will not necessarily bar any individual from employment. This will depend on the circumstances and background to the offence(s). The Council abides by the Code of Practice for Registered Persons and other recipients of Disclosure information, copies of, which are available on request. | |
| **DISCLOSURE OF CRIMINAL RECORD**  As this post has substantial access to children or vulnerable adults or is based at premises deemed to be a school premises or is subject to legal protection or administers justice it is a condition of any offer of employment that the council applies for and has received the outcome of the disclosure of any criminal record. As part of this process your will be required to provide documentation relating to your identity and also complete an application form. The outcome of the Disclosure of any criminal record must be received before potential candidates can start in post. There is a requirement that this will be repeated every three years after employment. | |
| **SAFEGUARDING**  All employees are responsible for ensuring the safety and welfare of children and vulnerable adults in the course of their daily duties. All staff are required to understand and adhere to the Council’s Safeguarding policies and procedures as they apply to their own role, to make referrals concerning child or vulnerable adult welfare to the Designated Child Safeguarding Officer, and to co-operate with other agencies around child protection investigations | |
| **SPOKEN ENGLISH**  For public-facing roles involving regular telephone and face-to face conversations with the public, the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential in this post | |

***For specific requirements for the post please see the Person Specification.***

***If you have any query please contract Human Resources on (01992) 785509 or personnel@broxbourne.gov.uk***