

# Job Description



**Rochford**  
District Council

<b>Service Area:</b>	Housing
<b>Job Title/Grade:</b>	Housing Options Officer
<b>Responsible to:</b>	Housing Options Manager
<b>Our Culture &amp; Values:</b>	All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role. We love our staff to suggest new ideas and to have enthusiasm to try out new experiences.

## Main Responsibilities

- Deliver a customer orientated service to prevent homelessness which provides a suitable solution regarding homelessness and all housing issues
- Assess the Council's duties to those who are at risk of homelessness and ensure that these are discharged
- Carry out the Council's statutory duties under homelessness legislation, housing law, Homelessness Reduction Act 2017, Housing Act Part V1 & V11, Localism Act 2011, Code of Guidance, case law and the Council's policies and procedures
- Ensure the length of stay in temporary accommodation/B&Bs is kept to a minimum
- Ensure that residents in housing need or facing homelessness are offered a range of suitable housing options, together with appropriate housing advice and support, to prevent their homelessness
- Actively seek to prevent homelessness and support the work of colleagues and others in identifying and providing housing solutions for those who contact the Council
- Liaise with families, private landlords, social care, letting agencies, mortgage lenders and others where necessary, making referrals to both internal and external services
- Ensure that applications for the housing register are processed in line with the housing allocation policy
- Take ownership of caseloads in ensuring that all housing options are explored in all cases to establish and maximise opportunities for the prevention of homelessness
- Undertake all prevention work and personal housing plans in line with the Homelessness Reduction Act 2017
- Investigate applications for housing in line with current legislation, policies and procedures, undertaking home visits, surgeries and case conferences as necessary
- Undertake a proportion of complex cases as directed by the Housing Options Manager / Senior Housing Options Officer

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## Main Responsibilities

- Refer into local Domestic Abuse Services, as a core part of case management; attend MARAC meetings as appropriate
- Provide advice to those seeking accommodation on private sector housing options, including information on tenancy issues and welfare benefits
- Ensure households are appropriately assessed for temporary and permanent accommodation to ensure appropriate accommodation is sourced
- Work with the team on projects or procedures as necessary
- Work with the Private Lettings Officer in assisting with private landlords and agents, offering advice on tenancy agreements, tenant/ landlord disputes, notice to quits, possessions, housing benefit, rent deposits, with the purpose of seeking to sustain the accommodation wherever possible
- Work with Revenue and Benefits as required to minimise benefit payment delays
- Carry out routine, both planned and unplanned, checks on all temporary accommodation; including homes visits for the purposes of checking occupancy and use is in accordance with any licence or assured tenancy agreement
- Produce and monitor all move on plans for applicants in temporary accommodation
- Manage own caseloads, in taking the lead and overall responsibility for investigating and interviewing
- Prepare and present prevention outcomes to applicants, in writing and verbally, and be accountable to applicants and others when required to explain decisions
- Maintain accurate and up to date records and case files to support the Housing Options work and ensure these are updated upon each contact
- Ensure knowledge of relevant housing and homeless law, in particular: Housing Act Pts VI and VII, Homelessness Reduction Act 2017, policies and local options are maintained. Update and amend work practices where needed; maintain a good understanding of the functions and duties of other key agencies and welfare rights
- Provide support to the Housing Options Manager / Senior Officer in developing and maintaining the Council's policy, procedures, and strategic approaches, in order to continually develop the Housing Options service
- Monitor performance against relevant aims and targets, reporting to line manager risks and suggestions for improvements to the service
- Occasionally lead on assigned projects
- Need to be able to evidence excellent communication skills and ability to work in challenging situations. Able to influence and work co-operatively and sensitively with Members, colleagues, partners and other external organisations
- Represent the Housing Options service and Directorate at internal and external county and regional meetings, on matters relating to the post
- Be on standby for the "out of office hours" call-out service if required

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## Corporate Responsibilities

- To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council's Safeguarding Policy.
- To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council's Health and Safety Policy and procedures.
- To support the Council's Equalities & Diversity Policies.
- All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
- To contribute to project work arising from the Business Plan and to undertake any other reasonable duties as may be required from time to time by the Line Manager/ Corporate Leadership Team.

## Review

The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description.

Signed (Postholder):

Dated:

## Personal Specification

<b>Post</b>	<b>Housing Options Officer</b>
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# Job Description



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## Essential Requirements

### Qualifications

- GCSE grade A-C/4 & above (or equivalent) including English & Maths

### Knowledge and Skills

- Excellent knowledge of current housing and homelessness legislation, Homelessness Reduction Act 2017 case law and guidance
- Good knowledge of housing allocation and registration processes
- Good knowledge of landlord and tenant law
- Excellent verbal and written communication skills to a wide range of audiences
- Excellent knowledge of local housing authority functions and the role of social landlords
- Good understanding of welfare benefits
- Excellent attention to detail and effective organisational skills
- Good understanding of the roles and functions of partners such as landlords, social care and health
- Good working knowledge of Microsoft 'Office' software – Windows, Word, Excel and Outlook
- Understanding of the importance of equality and diversity and can apply this in the workplace

### Experience

- Experience in homelessness and/or housing advice casework
- Managing own workload
- Partnership working
- Providing high quality customer focussed service
- Managing challenging behaviour
- Undertaking and leading on task and finish projects
- Taking responsibility for personal development and learning

### Ability

- Full Driving Licence and daily use of a car or the ability to travel throughout the District and beyond
- Able to carry out interviews at the office and to carry out home visits
- Able to work in multiple locations and work flexibly across the district
- Able to demonstrate the ability to respond effectively to crisis situations and conduct sensitive interviews assertively through effective verbal and written communication

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## Essential Requirements

skills, working as part of a team and in partnership with key internal and external stakeholders

- Able to demonstrate the ability to form collaborative partnerships with external/internal agencies to develop specialist areas in conjunction with existing case work
- Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people and / or vulnerable adults
- Able to contribute positive suggestions and willing to take forward. To be enthusiastic, positive and confident.
- Able to influence and work in a co-operative and sensitive manner with Members, colleagues, and external agencies
- Able to prioritise work appropriately, to be flexible, pro-active and adaptable
- Effective team working. Sharing ownership, team goals and workload
- Commitment to maximising potential and continuous improvement of self and of service
- Able to contribute positive suggestions and willing to take forward
- Able to demonstrate a commitment to customer service

## Desirable Requirements

### Qualifications

- Relevant professional qualification

### Knowledge and Skills

- Good working knowledge of Locata software
- Knowledge of the District

### Experience

- Performance management

### Ability

- Able to attend meetings out of the office and sometimes during out of office hours