

<b>JOB TITLE:</b>	Lead Housing Options and Outreach Officer
<b>DEPARTMENT:</b>	Housing Services
<b>POST NUMBER:</b>	307
<b>GRADE:</b>	Scale 6
<b>ACCOUNTABLE TO:</b>	Housing Options Manager
<b>LOCATION:</b>	City Offices and any office of the City Council as may be required.

**POST OBJECTIVE:**

To prevent and relieve homelessness in the Winchester District through council policy and government initiatives on homelessness. To lead the Housing options team to deliver a comprehensive housing advice service with tailored housing solutions. Reduce the use of bed & breakfast and temporary accommodation. Investigate process and make formal decisions through homelessness legislation and support housing options officers to fulfil duties under the Homelessness Reduction Act.

**Specific Tasks:**

1. To line manage the team of housing options officers and x1 outreach worker.
2. To conduct monthly 1-2-1s and appraisals with housing options officers and the Outreach officer, ensuring the appropriate advice and support is offered, due to the complexity of their role.
3. To lead on the more complex and/or sensitive cases, including high risk Mappa and Marac cases.
4. Undertake bi-monthly case reviews with HOOs to ensure all housing options are being explored and legislative duties are being adhered to.
5. To deliver a range of housing options focused on preventing homelessness through a front-line triage service in accordance with current homelessness best practice. To lead the HO team ensuring that a customer focused homelessness service is delivered and that legislative duties are being upheld in line with HRA 2017.
6. To lead on the quality assurance of housing options cases.

7. Interview applicants who are homeless or threatened with homelessness and provide timely written advice and assistance letters including personalised housing plans. Undertake usual Housing options duties, interviewing customers, completing FHA and PHPs, make enquiries and support customers through the appropriate homelessness duty owed, whilst exploring all options to prevent homelessness, including best use of the Private rented sector.
8. To work in collaboration with the Team leader for the temporary accommodation team, to arrange temporary accommodation for households in immediate housing need and to assess all temporary accommodation placements made by the HO team.
9. To lead on reviewing processes periodically to ensure the service meets the needs of all client groups and that outcomes reflect the work being completed.
10. To monitor the use of Bed and Breakfast and temporary accommodation and manage/monitor the Bed and Breakfast Budget for statutory, non-statutory and SWEP placements
11. To lead on ensuring all case file work, preventative outcomes and information necessary for government statistical returns is adequately recorded and to be responsible for updating, recording and reviewing the Housing Options internal key performance indicators
12. Assist in compiling central government reports and statistical returns including performance monitoring. To assist the Housing Options Manager and The Service Lead- Strategic Housing in responding to Freedom of information requests; MP and councillor enquiries.
13. Attend statutory and voluntary partnership group meetings to discuss local challenges and ensure robust partnership working.
14. To lead on the Top Priority group meetings to ensure a multi-agency approach for the most vulnerable clients.
15. To lead on the administration and manage/monitor the budget of the Household Support Fund, and other funds used to prevent homelessness.
16. To assist on the monitoring of commissioned services, including the Complex needs navigator, ensuring they are implemented effectively and achieve the desired outcomes.
17. To attend local housing advice outreach surgeries as required.
18. To respond to homelessness out of hours emergencies as required.
19. To attend training and development sessions to keep updated on current housing issues.
20. To maintain an awareness of corporate and departmental equalities and health and safety policies and procedures and apply them to the day-to-day job requirements

21. To assist in delivering the Preventing Homelessness and Rough Sleeping Strategy and the council's homelessness and private landlord's forum.
22. To update the Council's homelessness and housing advice web site as required.
23. To attend regular meetings with supported housing providers to ensure appropriate placements and move on through the local supported provisions and resolving any barriers to this.
24. To deputise for the Housing Options Manager and Senior Resettlement Officer, as required.

In addition the post holder will be required to:

Comply with the Code of Conduct and other relevant policy, procedures and legislation.

Comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation.

### **Health and Safety**

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

### **Equality**

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

### **Safeguarding**

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed.....

Dated.....

# PERSON SPECIFICATION

**JOB TITLE**

**Lead Housing Options and Outreach Officer**

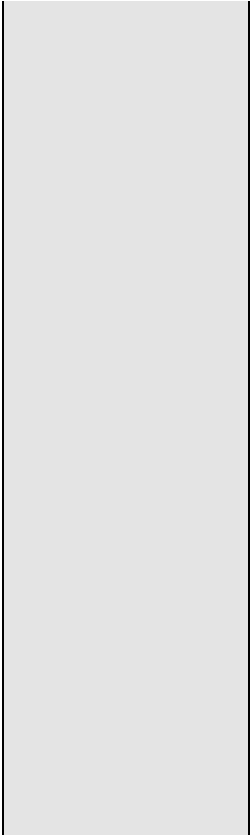
**POST NUMBER:**

**DEPARTMENT:**

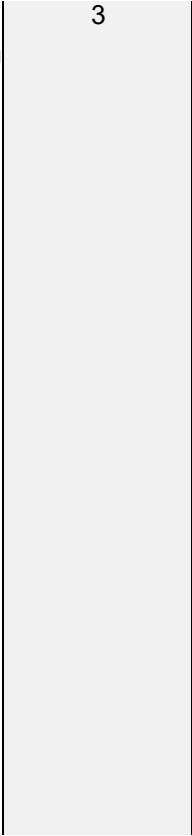
**Housing Services**

**DATE: April 2026**

Requirements		Weighting	Assessment Method
Skills	Excellent leadership, communication and negotiation skills, including written communication.	3	A/I
	Ability to plan and prioritise work and respond in a flexible manner to the competing demands of the role.	3	A/I
	Letter/report writing skills.	3	A/I
	Computer literate to include the ability to interpret and monitor statistical data	2	A/I
	Confident decision-making abilities	3	A/I
Experience	Working within a housing/homelessness environment.	3	A/I
	Working knowledge of relevant housing legislation, including experience of implementing the Homeless Reduction Act 2017 and knowledge of the Renters Rights Act 2025.	3	A/I
	Conducted full housing assessments and personalised housing plans.	3	A/I
	Knowledge of best practice in housing options and homelessness prevention.	3	A/I
	Understanding the specific issues faced by homeless and vulnerable adults, including health, financial, housing issues.	3	A/I
	Experience of managing workplace budgets	3	A/I
	Experience of monitoring performance and completing internal and external monitoring forms	3	A/I



Ability to lead a team effectively with a minimum of 2 years line management experience.



3

A/I



Personal Qualities	Ability to work as part of team and across wider teams within a service.	3	A/I
	An ability to work in accordance with policy, procedures and legislation	3	A/I
	Ability to manage own workload.	3	A/I
	Ability to work with clients in an understanding but assertive manner.	3	A/I
	Ability to demonstrate resilience in the workplace	3	A/I
	Ability to deal with emergency situations calmly & appropriately	3	A/I
Specific Job Requirements	Must be able to meet the travel requirements of the post, including holding a full driving licence and access to a car.	3	A
	Ability to attend meetings out of hours	2	A/I
	Understanding of lone working.	3	A/I
	To participate on an out of hours rota	3	A/I

Qualifications	Educated to A level standard	3	A
	Qualification in Housing.	2	A/I
	Professional Membership of CIH	2	A/I

<i>Weighting</i>	<i>3 – Essential for the successful performance of the job</i> <i>2 – Desirable but can be achieved through on the job training or experience</i> <i>1 – Useful but not essential for successful performance of the job</i>		
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<i>Assessment</i>					
<i>Application Form</i>	<i>A</i>	<i>Interview</i>	<i>I</i>	<i>Tests</i>	<i>T</i>
<i>References</i>	<i>R</i>	<i>Presentation</i>	<i>P</i>	<i>Evidence of Qualifications</i>	<i>Q</i>