

Post Title: Community Outreach Officer

Post Hours: 37 hours per week

Grade: Scale 5

Responsible to: Housing Needs Manager

Responsible for: N/A

Main contact associated with principal duties:

- Elected members and staff of Pendle Borough Council
 - Pendle residents / Homeless clients
 - Public bodies and partnerships
 - Community, Voluntary and Faith Sector
 - Members of the Public
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Job Purpose:

To engage effectively with residents in temporary accommodation, ensuring they are supported to sustain their placement, adhere to licence agreements, and move on to permanent housing, while minimising the use of B&B accommodation.

Control of Resources: Mobile Phone, Laptop

Main duties and responsibilities:

1. Act as a central point of contact for households in temporary accommodation (TA), conducting regular visits to assess wellbeing and minimise the use of Bed and Breakfast accommodation.
2. Work jointly with the Housing Needs Officers to ensure households in temporary accommodation understand their homeless application category including duties owed and how the Choice Based Lettings service operates to ensure they move on promptly and effectively.
3. Assist clients with establishing benefit entitlements, signposting them to claim welfare benefits and supporting them to navigate through the range of housing options available to them, including Social Housing via the Choice-Based Lettings System, to secure permanent housing.
4. For applicants placed in Bed and Breakfast accommodation, manage placements alongside the Housing Needs Officers and Housing Needs Manager to ensure applicants are staying at their placements,

understand their obligations and comply with the rules and behaviours required by the accommodation provider.

5. Ensure risk assessments are completed for all applicants prior to moving into temporary accommodation and ensure appropriate mitigations are put in place.
6. For applicants placed into the Council's own temporary accommodation, obtain placement sign off from the Housing Needs Manager, co-ordinate the property sign-in with the applicant and complete the occupancy sign-up pack. Liaise with the Business support Officer for the HB Claim and the Housing Needs Officer handling the Homeless Application.
7. Identify any support needs and co-ordinate referrals to internal and external support agencies where beneficial to homeless households accommodated temporarily or permanently.
8. Provide support to the Housing Needs Service with joint working alongside the Leaving Care Team.
9. Provide support to the Housing Needs Officers with securing housing solutions for single person applicants.
10. Liaise with the Rough Sleeper Navigator and offer support as necessary to applicants requiring off street accommodation.
11. Provide early intervention support to prevent eviction proceedings for applicants approaching the Housing Needs Service for assistance. Offer support to resolve any Tenancy related issues and work with landlords to resolve the issues that threaten housing stability.
12. Complete Health and Safety inspections, in addition to repair inspections of the Council's Temporary Accommodation, report any findings and follow up any action accordingly.
13. Liaise with the Housing Needs Officers to issue s188 cessation notices to residents who breach their Licence conditions within the Council's Temporary Housing Stock. Work with Housing Needs Manager, to carry out eviction work where appropriate.
14. Collaborate with internal departments, external support agencies, and property managers to provide holistic support to residents placed into Temporary Accommodation.
15. Accurately record all interactions, occupancy information, and updates to risk assessments.
16. Make safeguarding referrals where there are concerns regarding the welfare of residents or children in temporary accommodation, in collaboration with the Housing Needs Manager.
17. Participate in corporate and multi-agency working groups and projects.
18. Adopt and foster an innovative, problem-solving approach to deliver solutions to issues.
19. Fulfil personal requirements regarding the Council's policies and procedures, including health and safety.
20. Undertake any other associated duties that may be allocated from time to time and are commensurate with the grade of the post.

Selection Criteria	Essential or Desirable	Assessment Method
Qualifications		
1. A current driving licence and the use of a car and be able to visit premises and locations throughout the area of the Borough and elsewhere to perform the duties of the post.	Essential	Application Certification
Knowledge, skills, abilities and experience		
2. Experience in social housing, homelessness services, or working with vulnerable adults.	Essential	Application Interview
3. Excellent advocacy and communication skills to engage with diverse groups, including individuals with complex needs.	Essential	Application Interview
4. Strong negotiation skills for managing tenant-landlord disputes and eviction prevention.	Essential	Application Interview
5. Physically able to enter and visually carry out Health and Safety inspections, of the Council's Temporary Accommodation properties.	Essential	Application/ Interview
6. Knowledge of housing law, tenant rights, and welfare benefits.	Essential	Application Interview Test
7. Ability to work independently and as a team to manage competing demands/deadlines.	Essential	Application Interview
8. Proficient in MS Office at an intermediate level.	Essential	Application Interview Test
9. Literacy skills to enable the post holder to draft correspondence and respond to complaints.	Essential	Application Interview Test
Special Requirements		
10. An understanding of how equality and diversity impacts upon the duties of the post.	Essential	Application Interview
11. Willingness to undertake occasional out-of-hours working.	Essential	Application Interview