



Job description			
Job title	Housing Solutions Support Officer		
Grade	F (SCP 12 – 17)		
Directorate	Regeneration & Economic Development		
Service/team	Housing Solutions Service		
Accountable to	Housing Solutions Service Manager		
Responsible for	N/A		
JE Reference		Date Reviewed	April 2026

Purpose of the Job

To deliver a frontline assessment service for Knowsley Housing Solutions, identifying customers who fall within the homeless legislation. To support Housing Solutions Officers within the team in the assessment of homeless presentations, administration and supporting customers.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To support housing solutions officer to complete assessments and investigations of homeless approaches and applications in line with the Councils' statutory duties under Housing Act 1996 Part 7 relevant case law and the Homelessness Reduction Act 2017
2. To provide an effective, professional service on behalf of the Council including offering a full range of housing advice, support and assistance to all households who may have support needs to prevent or relieve homelessness.
3. To write letters, Personal Housing plans and complete paperwork in conjunction with Housing Solutions Officers.
4. Maintain regular contact with customers to ensure they are carrying out any actions in their PHP and completing any relevant applications and providing proofs.



5. To ensure records are kept up to date and all paperwork is uploaded in accordance with targets.
6. To assist Housing Solutions Officers to provide a holistic service in partnership with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction.

To ensure vulnerable customers are supported with their homelessness application, housing applications and assessments of support needs including carrying out mainstay assessments

7. To comply with current relevant legislation, and Knowsley Solutions Service policies, procedures and performance measures.
8. To meet performance targets and standards
9. Follow all council policies and procedures in accordance with the role and attend mandatory training when requested.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
11. Carry out any duty which may be, from time to time, requested by the Chief Executive, Executive Management Team or Director, commensurate with the position.
- 12.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.