

Job Description and Person Specification

Post Title:	Homelessness Case Officer
Service Area:	Environmental Health, Net Zero, Housing & Community Services
Reports to:	Homelessness & Housing Systems Team leader
Scale:	5
DBS:	Basic check

Overall Purpose

To prevent homelessness where possible through comprehensive advice and assistance covering the full range of housing options offered by the Council and other agencies to enable customers to find solutions to their housing issues.
To work with customers and partners to manage homelessness cases in accordance with current legislation.

Key Roles, Tasks and Responsibilities

1.	To deal with all enquiries relating to homelessness and other housing need enquiries.
2.	To monitor homelessness households through personalised housing plans, taking appropriate action when necessary.
3.	To assist in minimising the amount of time homeless households stay in temporary accommodation.
4.	Undertake homelessness investigations, issue decisions and discharge duties in accordance with the relevant homelessness legislation.
5.	To assist the Homelessness and Housing Systems team Leader in the delivery of services under the post holders control in accordance with annual service plans and approved budgets.

6.	Organising and participating in education/promotional events relating to Housing Options This may include attendance at events or meetings held outside of normal working hours and may involve public speaking or demonstrations.
7.	To manage assigned resources in accordance with Council policies procedures, budget systems and constitution including the administration of certain budgets.
8.	To advise and help landlords meet legislative requirements and to encourage use of accreditation schemes
9.	To ensure effective liaison with key partners and officers in associated organisations to develop cross boundary strategies on delivery of key Housing Plans relating to this post.
10.	Participate as a member of the section's team and from time to time provide expert advice in the Housing Services functions to officers and elected members.
11.	To contribute, work towards and promote the on-going issues on decent homes, best value, environmental issues, systems thinking, attendance management, crime and disorder and equal opportunities.
12.	To ensure or where required as part of your direct responsibility, carry out risk assessments for significant risks within the Council's undertakings. Identify appropriate controls, and ensure that control measures are implemented. When there are significant changes in the hazards or risks of the work activity, review the assessments.
13.	To carry out any other duties as may be deemed necessary by the Homelessness and Housing Systems Team Leader or the Housing Services Manager
14.	Attendance at evening Council Meetings/Committees and working outside normal office hours may be required
15.	This job description may be reviewed and amended in consultation with the postholder, in light of any organisational developments within the Authority.

Post Characteristics

Qualifications, essential experience	Knowledge of Housing legislation particularly relating to homelessness
Allowances	none
On call/emergency situations	N/A
Politically restricted post	No

Health and Safety Responsibilities

1. Generic: To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

	Essential/ Desirable	Method of assessment
Knowledge of private rented sector housing and legislation	E	3,4
Knowledge of the Housing Act Part VI and Part VII and associated legislation	E	3,4
Knowledge of preventative homelessness practice	E	3,4
Knowledge of customer care and how it applies in a Housing environment	E	3,4

Experience

Previous housing experience – 1year	E	3,4
Experience of dealing with people in Housing Need	E	3,4
IT literate	E	3,4
Experience of integrated housing systems	D	3,4
Previous experience of working with vulnerable people	D	3,4
Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice	E	3,4
Commitment to social inclusion and tackling barriers to access	E	4

Skills/Abilities

Deal sensitively with customers	E	4
Able to work under pressure and with minimum supervision	E	4
Ability to prioritise own workload and meet deadlines	E	4
Able to work as part of a team	E	4

Able to input and analysis information put onto databases	E	4
Able to communicate effectively verbally and in writing	E	3,4

Qualifications/Training

Qualification in Housing Studies	D	3,5
Must be willing to undertake a basic DBS check	E	5

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Homelessness Team Manager

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