

 St Albans City & District Council	Job Description and Person Specification	
Job Title	Early Intervention Housing Options Advisor (18 month Fixed Term Contract)	
Post Number	P2574	JE Ref: 585
Grade	Grade 6	
Other Payments	Essential Car User Allowance	
Job Family	Community Support and Development	
Service	Housing	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Principal Strategic Housing Officer	
Date created/ reviewed	July 2026	

JOB DESCRIPTION FOR EARLY INTERVENTION HOUSING OPTIONS ADVISOR

Job Purpose

The postholder will be the first point of contact for people who are homeless or at risk of homelessness, providing provide high-quality, person-centred housing advice and triage assessments for residents experiencing complex vulnerabilities, private tenancy disputes, or impending homelessness. The objective is to mitigate crisis escalation through negotiation, mediation, and early legal/financial planning, offering immediate advice, practical support, and advocacy to stabilise their situations.

Accountabilities

1. Acting as a primary point of contact for households who are homeless or threatened with homelessness, provide an effective triage service to assess initial housing needs, risks, and eligibility for assistance, offering immediate advice, practical support, and advocacy to stabilise their situations.
2. Providing case guidance for Housing Options Advisors as required.
3. Take swift and decisive action to mitigate risks of eviction or homelessness, escalating complex cases as needed, delivering timely and appropriate advice and referrals for families and single individuals based on their circumstances and statutory entitlements.
4. Deliver tailored, proactive, and person-centred advice to prevent or relieve homelessness, including negotiating with landlords, mediating with family or friends, and identifying suitable alternative accommodation. Working with

customers to complete Full Housing Assessments (FHA's) and create and implement Personal Housing Plans (PHP's) that outline steps to resolve their housing issues sustainably.
5. Manage a varied caseload, ensuring that all advice, actions, casework, assessments and decisions comply with relevant legislation, guidance and caselaw, and the Council's policies and procedures. Ensure decisions are evidence based, and robust, liaising with Senior Housing Options Advisors for guidance on complex or high-risk cases as required.
6. Work collaboratively and proactively across the Housing Solutions service, with internal departments and external agencies to deliver holistic accommodation and support solutions for people who are homeless or threatened with homelessness. Coordinate, lead and actively participate in multi-agency meetings to share information, discuss concerns or risk, work together to respond to housing issues, identify and agree multi agency support plans and improve outcomes.
7. Provide empathetic, professional, and high-quality customer service, resolving queries and complaints promptly and effectively. Escalate recurring issues or trends to Senior Housing Options Advisors for resolution and to support service improvement.
8. Maintain accurate, up-to-date records on all cases using the Council's homelessness case management system and other records as required, ensuring compliance with data protection regulations. Contribute to data collection and reporting processes, supporting performance monitoring and service improvement initiatives.
9. Identify safeguarding concerns for vulnerable individuals, including children and adults at risk, and take appropriate action in line with safeguarding protocols. Work with relevant teams and agencies to address risks and ensure positive outcomes for customers.

Demands

Physical

Ability to work within an office environment and to carry out off site visits and attend meetings several times a week. To be able to attend applicant's homes and access sometimes restrictive locations.

Mental

Ability to provide comprehensive housing advice on a daily basis and ensure that proper procedures are followed.

Ability to undertake basic investigations relating to potential homelessness. To be able to ask appropriate open questions to gather relevant information on an applicant, and to make quick and accurate decisions on the appropriate course of actions, with frequent interruptions.

Ability to plan own work to meet the day-to-day requirements of the service as well as unanticipated events and departmental/corporate deadlines.

To be able to understand and analyse information and to effectively communicate with customers (whose first language may not be English) or their representatives

To be able to complete accurate case notes and enquiries, using relevant IT Systems as well as making full use of Microsoft Office.

Emotional

Ability to manage daily exposure to regular and diverse emotional issues presented by customers in the course of dealing with their housing need such as sexual abuse,

domestic abuse, physical and mental health issues, and those individuals presenting complex and challenging behaviour due to alcohol or substance misuse.

Working Conditions

Environment

The post holder will be working in an office environment but is likely to be exposed to unpleasant working conditions as they will be required to carry out visits to customers' homes which may have restricted access, involve climbing stairs and be dirty or infested. Home visits could take place several times per week and last up to one hour.

People related

The post holder may encounter verbal abuse and aggressive behaviour from customers on a weekly basis (up to 30 minutes at a time).

Other Employment Requirements

Participation in the Out of Hours rota subject to service delivery.
 Willing and able to work from home as part of hybrid working arrangements
 A clean driving licence and access to a vehicle, taxed and insured for business use is required.
 Basic Disclosure check required
 To be available to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements

ROLE SPECIFIC PERSON SPECIFICATION EARLY INTERVENTIONS HOUSING OPTIONS ADVISOR				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Education: NVQ Level 4 or equivalent qualification in relevant subject or significant experience in a technical specialist housing role dealing with complex cases	X		
Q2	GSCE or equivalent in Maths and English	X		

Knowledge				
K1	Broad knowledge of private rented sector, affordable home ownership, affordable rented housing or similar areas of housing	X		
K2	Excellent understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services	X		
K3	Good oral and written skills in order to condense complex information into simple, clear terminology	X		
K4	A good understanding and knowledge of the main causes of homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services	X		
K5	Sound knowledge of relevant Housing legislation such as the Housing Act 1996 as amended by the Homelessness Reduction Act 2017 and the Homelessness Act 2002. Knowledge of related legislation such as immigration and welfare benefits.		X	
K6	Good knowledge of Microsoft Office, including Word, Excel, PowerPoint, and Outlook with a willingness to learn and work competently with specific software		X	
Experience				
E1	Extensive experience of working in an advisory / support role or customer focussed environment delivering housing advice and support services	X		
E2	Experience of negotiation and influencing skills to achieve effective outcomes that prevent homelessness.	X		
E3	Commitment to and clear understanding of equal opportunities	X		
E4	Experience of triage and managing a caseload effectively	X		
E5	Experience of working with an elderly or vulnerable client groups within the community.	X		
E6	Experience of partnership working with a range of agencies.	X		
E7	Experience of maintaining accurate case notes ensuring they are completed in a timely manner	X		

	within target timescales and to maintain information on databases			
E8	Good interpersonal and listening skills.	X		
E9	Ability to write formal correspondence.	X		
E10	Experience of working in a people orientated customer support role	X		
E11	Ability to comply with data protection, security and confidentiality standards of the Council	X		

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)