



Job Description

Job title	Housing Options Officer Resettlement specialist	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Options	Salary	SK11 (£36,762 per annum)
Location	Mix of home and office-based working	Contract	12 Month Fixed Term

Main Job Purpose

Core areas of work include;

Homeless advice, homelessness prevention, ensuring full compliance with legislative and statutory requirements relating to assessment.

Provide day to day advice and guidance to a team of Homeless Prevention Assistants to ensure consistency in approach.

To ensure the councils duties towards homeless people are properly discharged.

This role is politically restricted.

Main Statement of Responsibilities

1. Consider and assess homeless applications in accordance with the Housing Act 1996 Part 7 as amended by the Homeless Reduction Act 2017
2. Investigate, assess, assist and advise customers on their housing options, providing the Council's statutory obligations in relation to housing advice and homeless services
3. Coordinate and support the resettlement of individuals and families who have been granted refugee status, working in partnership with the Home Office, accommodation providers, local authority services and relevant voluntary and community organisations to facilitate access to suitable accommodation and essential services within the district.
4. Provide advice, guidance and practical support to refugees during the resettlement process, including housing options, access to benefits, registration with health services, education, employment and community support,
5. Provide customers with robust action planning to ensure customers have the best chance to improve their housing options. Including the wider support planning, linking with education, employment, health and other support providers and agencies.
6. Provide tenancy, rights of occupation, welfare and benefits advice to clients to ensure that they have the best possible opportunities to sustain accommodation
7. Attend multi agency meetings where appropriate to represent the Council in discussing clients and their circumstances.
8. Ensure in depth knowledge of relevant legislation is maintained, keeping abreast of any key changes
9. Participate in the Councils statutory out of hours homelessness service by being included on the duty rota
10. Assist vulnerable clients, including those with special needs, to appropriate support agencies in order to retain their accommodation where possible.
11. Ensure that appropriate risk assessments are carried out and referrals are made as necessary for those clients moving in to temporary accommodation.
12. Deal with customers who may often be at crisis point in an empathetic but assertive manner when required.



13. Develop relationships with private landlords, making use of private sector initiatives ie. Rent Deposit Scheme
14. Manage and organise own caseload, recording accurate detail on all contact and agreed actions.
15. Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and children

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Evidence of successful partnership or multi-agency working
- Treat all individuals with respect and dignity
- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing
- Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes.
- Uses a rational and disciplined approach to problem solving
- Knowledge and experience of homelessness legislation (including Homelessness code of guidance) and private sector and housing law
- Experience of working in a housing advice or housing options service environment and use of housing IT packages
- Experience of direct dealing with members of the public, including vulnerable customers
- A clear understanding of customer service standards and implementing customer focused services
- Experience of contributing to partnership and multi-agency working
- Experience of action planning to ensure homelessness prevention
- Experience of/ability to operate a range of IT systems
- Knowledge of the aims and objectives of Safeguarding and experience in doing so

Relevant Qualifications

Essential

- Good standard of general education (for example A level or equivalent)
- Current driving license

Desirable

- Evidence of commitment to continuous Professional Development

Communication and Interpersonal Skills

Essential

- Communicates effectively; able to persuade groups of people and to deal with differing points of view
- Ability to work with a diverse range of people including vulnerable customers