

Job Description and Person Specification

Post Title: Housing Assessment Officer

Reports to: Housing Assessment & Private Rented Sector Team Leader

Scale: 4

Politically Restricted: No

Overall Purpose

1. To prevent homelessness where possible through comprehensive advice and assistance covering the full range of housing options offered by the Council and other agencies and to enable customers to find solutions to their housing issues.
2. To act as first point of contact for the Housing Services Team in order to prevent homelessness and ensure that the Housing Register meets the housing needs of our customers.
3. To manage the Council's Choice Based Lettings System.

Key Roles, Tasks and Responsibilities

1. To deal with all initial enquiries relating to the Housing Register, homelessness, private rented sector and other housing need enquiries.
2. To make referrals to Homelessness Case officers as and when necessary.
3. To assess applications for housing and prioritise their housing need in accordance with the Council's Allocations Policy and to maintain appropriate computerised and manual records pertaining to the Council's Housing Register.
4. To triage cases and refer them to the most appropriate service.
5. To liaise with relevant partners to ensure the maximisation of available accommodation and appropriate allocation of accommodation within the Council's Allocations Policy.
6. To advertise properties and make nominations to partner housing organisations in accordance with the Council's Allocations Policy.
7. 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.

8. To assist the Housing Assessment & Private Rented Sector Team Leader in the delivery of services under the post holders control in accordance with annual service plans and approved budgets.
9. To manage assigned resources in accordance with Council policies procedures, budget systems and constitution including the administration of certain budgets.
10. To advise and help landlords meet legislative requirements and to encourage use of accreditation schemes
11. 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
12. 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.
13. 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.
14. 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.
15. To carry out any other duties as may be deemed necessary by the Housing Services Manager and Housing Assessment & Private Rented Sector Team Leader
16. Attendance at evening Council Meetings/Committees and working outside normal office hours may be required
17. This job description may be reviewed and amended in consultation with the postholder, in light of any organisational developments within the Authority.

Post Characteristics

Allowances: Casual Car User

On call/emergency situations: None

Security/safeguarding checks: DBS Basic

Health and Safety Responsibilities

1. 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:

Knowledge of private rented sector housing and legislation (3,4)

Knowledge of the Housing Act Part VI and Part VII and associated legislation (3,4)

Knowledge of customer care and how it applies in a Housing environment (3,4)

Desirable:

Knowledge of preventative homelessness practice (3,4)

Experience

Essential:

IT literate (3,4)

Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice (3,4)

Desirable:

Previous housing experience – 1 year (3,4)

Experience of dealing with people in Housing Need (3,4)

Experience of integrated housing systems (3,4)

Previous experience of working with vulnerable people (3,4)

Commitment to social inclusion and tackling barriers to access (4)

Skills/Abilities

Essential:

Deal sensitively with customers (4)

Able to work under pressure and with minimum supervision (4)

Ability to prioritise own workload and meet deadlines (4)

Able to work as part of a team (4)

Able to input and analyse information put onto databases (4)

Able to communicate effectively verbally and in writing (3,4)

Work in a Trauma Informed Way (3,4)

Qualifications/Training

Desirable:

Qualification in Housing Studies (3,5)

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: Housing Services Manager

Latest Version Date: May 2019

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