



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Homelessness Prevention Officer
Service	Adult Social Care
Team	Housing Needs and Options
Location	Shute End/Hybrid
Reports to	Team Leader - Homelessness Services
Worker Style	Community - Work is based in the community and at Council offices, with less frequent time at home
Responsible for	N/A
Grade	7
Contract Type	Permanent

Main Accountabilities	
1.	To provide comprehensive housing advice and assistance to household who present as homeless or threatened with homelessness within 56 days, or households with complex housing needs who may need to secure more suitable accommodation.
2.	To assess all households who approach as homeless or threatened with homelessness and to actively take action to prevent homelessness and resolve threats of homelessness with all eligible households.
3.	To complete enquires and make investigations to establish what statutory duties may be owed to a homeless or threatened with homelessness households, leading to issuing relevant notifications and decisions under Section 184 of the Housing Act as amended by the Homelessness Reduction Act 2017.
4.	To create detailed personalised housing plans with all households who are homeless or threatened with homelessness and to keep plans under regular review.
5.	To complete financial assessments with all households who are homeless or threatened with homelessness to understand affordability and identify barriers to accessing the private sector.
6.	To support households to access the private sector and to also liaise with landlords and agents on behalf of households to secure privately rented accommodation.
7.	To manage a caseload of homelessness applications, supporting households to achieve actins identified in their personalised housing plan, maintaining regular contact with all applicants, updating case notes, and recording data accurately.
8.	To work closely with the Rough Sleeping Outreach Team and to actively participate in reducing rough sleeping within the borough by ensuring that those who are rough sleeping or at risk of rough sleeping are assessed and supported to access the rough sleeping pathway.





9.	Required to conduct detailed assessments of mental health capacity for homeless applicants who present with complex mental health needs, identifying potential gaps and making recommendations for the provision of appropriate support.
10.	Required to make appropriate safeguarding referrals and carry out risk assessments for households whereby risks are identified, including households who are at risk of domestic abuse, care leavers, households who have complex mental or physical health needs and other vulnerable groups.
11.	To support households to make applications for social housing and to apply for other housing options, including making referrals for supported accommodation, refuge accommodation, sheltered accommodation and extra care accommodation.
12.	To make emergency and temporary accommodation placements for homeless households and to access the suitability of the placement.
13.	To provide a front-line duty service and a telephone duty service as part of a team rota and to also respond to emails to the service and to Duty to Refer referral received from Statutory services.
14.	To carry out home visits to support homelessness prevention activities and to complete enquires.
15.	To attend professional meetings, multi-agency case conferences and safeguarding reviews.
16.	To provide excellent customer care and to deliver improved outcomes to all households who present as homeless or threatened with homelessness.
17.	To work within statutory, Council and Government guidelines to ensure statutory compliance in the delivery of the service.
18.	To maintain a high level of professional knowledge around relevant legislation and case law.
19.	All roles: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.

Person Specification	Essential	Desirable
Education/Qualifications	Educated to GCSE grade C or above in Maths and English (or equivalent)	Professional membership of CIH
	Relevant qualification, or equivalent experience in a Housing-related subject or job role	
Experience	Experience of providing housing advice and assistance	Experience of investigating Part 7 Homelessness Applications and making Section 184 decisions
	Experience of working with households to prevent or relieve homelessness	Experiencing of developing Personalized Housing Plans
	Experience of working with households with complex needs	
	Experience of multi-agency working	
	Previous experience of working in a front-line housing service	
Skills/Knowledge	Good IT skills including officer software such as Microsoft Word, Outlook, PowerPoint and Excel	Ability to use Housing Jigsaw and NEC systems.
	Good oral and written communication skills and ability to adapt communication styles for different client groups	Good understanding of housing law, landlord and tenants' rights and responsibilities, Social Housing





		Allocations, Prevention of Eviction Act, Domestic Abuse Act, Children's Act
	Ability to write legal notifications and decision letters	Good working knowledge of welfare benefits including Housing Benefit, Universal Credit and Local Allowance rules and exemptions.
	Ability to complete financial assessments	
	Ability to extract and assess important information	
	Ability to make constructive enquiry	
	Good knowledge of Homelessness legislation including the Housing Act 1996, the Homelessness Reduction Act 2017 and other relevant legislation	
	Good understanding of the range of housing options available to households in the borough and an awareness of how to access these options	

Purpose Details	
Service Purpose	To support the Council's strategic and operational objectives in relation to the delivery of services to residents in who are in housing need, homeless or threatened with homelessness.
Role Purpose	The role involves providing housing advice, preventing homelessness and managing cases for households facing homelessness. Responsibilities include issuing decisions under housing legislation, creating personalised housing plans, conducting financial assessments, and collaborating with outreach teams to reduce rough sleeping. The position also involves assisting with social housing applications, securing accommodation, and ensuring statutory compliance. The individual is expected to deliver excellent customer care and stay updated on legislation.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Reports directly to Team Leader - Homelessness Services
Supervision Given	N/A
Contacts	The role is customer facing and requires collaboration with various internal and external stakeholders. The primary contacts and working relationships for this position include: Colleagues within the Homelessness and Housing Needs Team: Regular joint working with team members to address homelessness issues. Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.





	- Two Saint Rough Sleeper Outreach Service: Frequent communication to identify and support individuals at risk of rough sleeping, coordinate outreach efforts and provide necessary interventions. - Housing Rents and Benefits: Collaboration with rent service to ensure rough sleepers receive the necessary financial support and assistance to sustain their tenancies. - Community Safety: Work with Community Safety Teams to address safety concerns related to rough sleeping, including engaging in crime prevention measures and safeguarding vulnerable individuals. - Adult's and Children's Services: Regular interaction with adult and children's service departments to provide support, guidance and appropriate referrals for rough sleepers with specific needs or dependents. - Community Mental Health: Close coordination with community mental health services to identify and support rough sleepers experiencing mental health challenges and ensure they receive the required mental health support. - Drug and Alcohol Services: Collaboration with drug and support agencies to provide assistance, referrals and access to appropriate services for rough sleepers struggling with substance abuse issues. - Probation: Communication and partnership with probation services to assist rough sleepers who are under probationary supervision, providing support and facilitating access to housing and other necessary resources. - Police: Regular contact with the local police to address safety concerns, anti-social behaviour and any criminal activities related to rough sleepers. - Third Sector Partners: Engagement with various non-profit organisations, charities and voluntary sector partners involved in homelessness prevention and support. Please note that the above list is not exhaustive, and the Rough Sleeping Initiatives Navigator may also interact with other stakeholders, organisations or individuals as necessary to fulfil their role effectively
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Resources/Budget Management
N/A

Special Requirements
Enhanced DBS check required.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N





Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Office/home visits

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N





WOKINGHAM
BOROUGH COUNCIL

Disclosure and Barring Service (DBS)		Details
DBS Requirement		Yes
Eligibility Tool		Enhanced

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

