Job Description

Division/Department	Housing and Planning, Housing Options		
Location	Cecil Street, Margate		
Job title	Homeless Advisor		
Reports to (job title)	Senior Temporary Accommodation Officer		
Grade	TG-F	**Politically Restricted Post**	NO
DBS Requirement	Enhanced YES		

JOB PURPOSE
Being the first point of contact for applicants approaching as homeless. Being part of the triage system to ensure those approaching are eligible and homeless. Ensuring cases are dealt with in the appropriate timescales and provide initial housing advice, guidance and support to households who are homeless..

PRINCIPAL ACCOUNTABILITIES
• Gather information required to enable to assess and establish the eligibility and homelessness status of cases presenting to the council for support. • Provide appropriate advice, guidance and assistance to households who are homeless about the Housing Options available in Thanet by way of email or telephone, and signpost as necessary. • Assist homeless officers on all aspects of homeless cases and ensure all relevant documents are collated and verified. • Liaise with the temporary accommodation team to make placements of homeless households into temporary accommodation. • Liaise with internal partners such as Housing Benefits, external agencies, statutory bodies and service providers in a professional manner, to assist households in housing need. • Make appropriate referrals to ensure that the housing related support needs of homeless applicants are identified and appropriate referrals to support providers are made. • Ensure that homeless households complete applications to join the housing register and that they are properly assessed in a timely manner.

- Consider any medical information including evidence provided to inform decisions about housing register banding for homelessness households.
- Maintain and update homeless records, including sending out monthly reviews to homeless households on the housing register.
- The Council is committed to safeguarding and promoting the welfare of Children and Young People and Vulnerable Adults and all staff working with these groups are expected to share a commitment to this. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures.
- Be responsible for the health and safety of yourself and others and comply at all times with relevant policies and procedures.
- Take personal responsibility for own development and learning within the role and ensure up to date knowledge of the relevant legislative and policy.
- To be available as part of the emergency response team in responding to major emergencies and establishing, managing an emergency rest centres, and to be available as part of a rota for taking and dealing with Out of Hours calls.
- Undertake other duties and tasks, appropriate for the grade and skills of the post as directed from time to time by the Housing Options Manager or Senior Homelessness Officer.

REQUIRED ATTRIBUTES	
Knowledge	• Knowledge of local government including housing options/allocations/homelessness services • Knowledge and understanding of electronic systems • Knowledge of customer care • Understanding or the diverse needs of the community and endeavours to tailor the services to meet those needs
Skills	• Effective organisational and time management skills. • IT literate • Ability to work on own initiative and as part of a team. • Ability to establish rapport and communicate effectively with customers and professionals from a variety of backgrounds. • Ability to record and report information accurately and concisely, verbally, on IT systems and in writing. • Excellent customer care and interpersonal skills. • Ability to assimilate knowledge and information • Communicates a positive and genuine interest in their role and the organisation in their interactions with others.
Experience	• Experience of working in a housing environment • Experience of working directly with the public .

Qualifications	• 4 'GCSE' level standard grade 4-9 /A*-C including English and Maths or equivalent qualifications • Business Administration NVQ level 3
JOB DIMENSIONS	
Annual budgetary amounts	N/A
Number of staff reporting to the job holder	N/A
Any other relevant statistics	N/A

NATURE OF CONTACTS	
Internal	Consulting with any key member of Thanet District Council, Tenant and Leasehold Team or shared service in Customer Services, benefits or council tax.
External	Contact with professionals and customers to support homeless prevention and housing solutions. Registered Social landlords.

WORKING ENVIRONMENT CONTEXT
N/A

ORGANISATION CHART

