Job Description

POST IDENTIFICATION

Post Title	Housing Advice and Prevention Officer				
Grade	6	**Job Evaluation ID:**	1485b	**Date Evaluated/Reviewed**	28/9/23

Service Area	Housing & Communities				
Service Team	Housing Needs Unit				
Responsible to	Housing Advice and Prevention Team Leader-new name				
Areas of Responsibility	Housing Solutions				
Number of staff responsible for	None	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To provide a comprehensive, trauma-informed housing advice and housing interventions service which focuses on supporting clients to find solutions to prevent homelessness, in accordance with Welsh Government's aspiration of homelessness being 'rare, brief and unrepeated'.

To take a pro-active approach to the prevention of homelessness utilising all available resources to assist clients in retaining their current accommodation or ensuring access to suitable housing for those in need.

To undertake homelessness assessments and timely decisions in line with statutory requirements under the Housing (Wales) act 2014.

To complete Housing Support Assessments, including statutory homelessness applications and housing needs assessments to make informed decisions about eligibility and suitability for housing-related support services, including supported housing.

To establish, maintain and develop relationships with a range of NCC colleagues, housing providers, statutory agencies and other partners.

To improve access to private rented sector accommodation in Newport.

KEY RESULT AREAS

1. To establish, maintain and develop multi-agency approaches to dealing with homelessness and homelessness prevention by working with NCC colleagues, social housing providers, third sector and other relevant statutory and non-statutory partners to provide a comprehensive response to telephone and face-to-face enquiries within both the council offices and within the community.
2. To ensure the satisfactory completion of housing needs assessments and statutory homelessness applications in accordance with the Housing (Wales) Act 2014 and other associated legislation, the Council's policies and practices and agreed Pathways which include developing Personal Housing Plans and completing income and expenditure assessments.
3. To develop a number of direct interventions on a case-by-case basis to negotiate with landlords and/or hosts to enable clients to sustain occupancy agreements (tenancies), including accessing the homelessness prevention fund, applying for DHPs and exploring all housing options.
4. To assess support needs and undertake risk assessments to make informed decisions about eligibility and suitability for referrals for housing-related support services, including supported housing.
5. To develop and deliver effective trauma-informed support packages, including crisis-interventions that are geared towards the specific needs and requirements of services users, aimed at tackling and alleviating homelessness, and increasing personal resilience.
6. In accordance with the Council's statutory duties, investigate and assess clients' housing circumstances and take an assertive approach to advising clients of their legal rights relating to the housing options available to them to enable them to retain existing accommodation or secure suitable re-housing. To provide tailored to include the operation of the common housing register, debt, health, employment by representation or advocacy.

7. To assist homeless clients in completing application forms for housing via the common housing register, assess housing needs against legislation and the published Common Housing Register policy and procedure including investigation of applications for housing where there is issue over the applicants (or a member of the applicants households) eligibility for an allocation of accommodation to ensure that only eligible applicants are admitted onto the housing register.

8. To facilitate and advocate access to the private rented sector, working closely with partner agencies and the council's Private Sector Initiatives Team.

9. To ensure that all landlords and agencies comply with relevant legislation and to work with Rent Smart Wales, Environmental Health and Building Control Officers as appropriate.

10. To place persons who whom the Council has a duty into appropriate temporary accommodation and work with the temporary accommodation team to monitor the duration of residence in such accommodation and secure alternative accommodation where necessary.

11. To fully inform all clients of their legal rights in relation to the Renting Homes (Wales) Act 2016, Housing (Wales) Act 2014 and other related legislation, in accordance with the council's statutory duties.

12. To ensure that applicants' records are maintained in line with agreed policies to inform statutory data returns and seek to achieve personal performance targets and indicators identify opportunities for continuous improvement, including promoting solutions and help manage the Council's response to homelessness.

13. To deputise for the Housing Advice and Prevention and Support Team Leader where appropriate.

14. To be a key member of the Council's out of hours homeless team.

15. To carry out duties and responsibilities, where necessary, appropriate and practicable of the same grade within the Housing Needs Unit in order to ensure that a seamless and consistent service is provided to all customers.

16. To contribute to and adhere to the Council's financial regulations, Standing Orders, policies and procedures in particular: Health and Safety, Confidentiality, Equal opportunities, Date Protection and Customer Care.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	• Educational standard to A level or equivalent or have at least 3 (three) years relevant experience	• Qualification in housing
Knowledge	• Understanding and direct working knowledge of Social Housing	
Experience	• Minimum 2 (two) years' experience of frontline Social housing work • Computer literacy in standard software packages such as Word, Excel • Previous experience of allocations/housing advice/homelessness	• Experience of nomination agreements
Aptitude & Skills	• Able to work effectively in a team structure • Excellent written and verbal communication skills • Leadership Capability	

EXPECTED BEHAVIOURS & VALUES

- Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships
- Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.
- Communicate in a straightforward way. Confidently handle challenging conversations. Encourage and be open to developmental feedback from others
- Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.
- Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	0	Writing Skills	0	Reading / Understanding Skills	0

Special Conditions

Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Member of the on-call homeless service

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

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