RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	
Post Title:	Early Intervention and Prevention Homeless Officer
Unit/Team:	Housing Advice and Enabling Team
Grade:	E
Service:	Communities and Homes
Reports to:	Team Leader (Homelessness and Prevention)
Issue Date:	January 2026

PURPOSE OF THE TEAM

The team consists of five main areas of activity;

- Outreach work with those who are rough sleeping or at risk of rough sleeping, in hospital and require support to return home
- Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage
- Administering applications from residents approaching the Council as homeless or threatened with homelessness.
- The provision of temporary accommodation including the provision of private sector leased accommodation.
- Determining applications to join the Council's Housing Waiting List

PURPOSE OF THE ROLE

The primary purpose of this role is to work with clients to prevent homelessness with early intervention, with a targeted focus on the main causes of homelessness in the borough, delivering proactive prevention work that supports the Rugby Borough Council Homelessness Strategy and aligns with the new national homelessness strategy. This includes taking early, effective action to reduce risk, prevent crisis, and improve housing outcomes for households at risk of homelessness. The role will focus on prevention of the one of the main causes of Homelessness in the District.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1.1 Homelessness and Prevention

Triage and Initial Homelessness Assessment

To undertake a thorough and proportionate triage of all residents approaching the Council for assistance who may be homeless or threatened with homelessness, acting as a Triage Officer to establish the facts and identify the appropriate response at the earliest opportunity. This includes asking all relevant and appropriate questions, sensitively and effectively, to obtain a clear understanding of the applicant's circumstances, housing history, current accommodation and reasons for the loss or potential loss of that accommodation; establishing when homelessness has occurred or is likely to occur; and identifying any immediate risks, support needs or safeguarding concerns.

The triage must gather sufficient information to consider the relevant statutory tests under Part VII of the Housing Act 1996, as amended, including eligibility for assistance, whether the applicant is homeless or threatened with homelessness, priority need, intentional homelessness and local connection, as applicable. The postholder must ensure that relevant issues such as household circumstances, health and wellbeing, vulnerability, domestic abuse, violence, risk to children and the suitability and availability of accommodation are explored where appropriate.

Accurate records must be made of the questions asked, information provided, evidence obtained and any outstanding enquiries, so that the Council can identify the correct statutory duties, urgent actions, referrals and next steps.

1.1.1 Deliver targeted prevention work that aligns with the Rugby Borough Council Homelessness Strategy and the new National Homelessness Strategy

1.1.2 To create and monitor Personal Housing Plans with clients ensure actions are targeted to address the underlying issues leading to homelessness, including health, education employment and budgetary skills

1.1.3 To carry out investigations and assess homeless applications in accordance with Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002, The Homelessness Reduction Act 2017, The Homelessness Code of Guidance, legislation and caselaw, internal policies and procedures.

1.1.4 To carry out investigations and assess applications for the Council's Housing Waiting List in accordance with Part VI of the Housing Act 1996.

1.1.5 To arrange for the provision of suitable temporary accommodation and to liaise with the internal and external support providers / management of clients in temporary accommodation.

1.1.7 To assist clients to seek alternative accommodation within the Private Rented Sector

1.1.8 To ensure that appropriate support is available to clients through referral to external agencies.

1.1.9 To actively work with external partners and other agencies to support clients to resolve housing issues and prevent homelessness

1.1.10 To ensure timely and accurate recording of all actions taken, including HCLIC reportable actions.

1.2 Discretionary Financial Support Schemes

1.2.1 To work directly with clients to administer claims for discretionary Homelessness Prevention Grants and Loans in line with Council policies and procedures.

1.3 Service Delivery and Improvement

1.3.1 To work across the Housing Advice and Enabling Team and wider Communities and Homes Service to ensure that services are robust, harmonious, and meet the needs of clients

1.3.2 To work with the Team Supervisors to ensure that there is a holistic approach to service delivery putting the client at the centre of what we deliver.

1.3.3 To provide timely and robust key-performance data to identify blockages to service delivery at an early stage.

1.3.4 To create a culture of continuous improvement within the team, with all team members involved and responsible for taking the service forward.

1.3.5 To be innovative and creative with trialling new ways of delivering a service that meets the needs of clients.

1.3.6 Actively contribute to the future development of the service

1.3.7 Working with others across the Communities and Homes Service to make best use of IT solutions to assist the work of the team, ensuring it meets our needs and the needs of clients.

1.3.8 To integrate equal opportunities and anti-discriminatory practices into all aspects of the post and in particular, work with disadvantaged groups and socially excluded communities to increase resident activity and involvement.

1.4 External Relations

1.4.1 Promote new and strengthen existing partnerships in order to publicise the service and improve services to clients.

1.4.2 Represent the Council at meetings with internal departments and external organisations

1.4.3 Arrange and attend case conferences involving other agencies and statutory bodies.

1.4.4 To represent the Council at Tribunal and Court as and when required.

1.5 Development of Self and Others

1.5.1 To ensure that you are up to date with legislation and best practices for the service area.

1.5.2 Demonstrate commitment, vision and leadership to delivery of the Housing Advice and Enabling Team Aims and Objectives

1.5.3 Take responsibility for identifying your own development and training requirements (technical and interpersonal skills based)

1.5.4 Strive for continuous improvement of yourself and the team

1.5.5 To actively engage in the 1:1 Support and Supervision Meetings framework

1.6 Customer Care

Ensure that the Council's "CANDO" values, Equality and Diversity policies are embedded in service delivery.

2. OTHER DUTIES AND RESPONSIBILITIES

2.1 To support the efficient uses of resources within the Housing Advice and Enabling Team you may be required to undertake other roles within the team commensurate with your grade.

2.2 Any other reasonable duties as requested by your manager, in line with individual skills and knowledge, including one off projects

3. SUPERVISORY RESPONSIBILITIES

Coaching of less experienced members of the team

4. FINANCIAL RESPONSIBILITIES

Responsible for protection of public funds through correct administration of the allocation of housing and other financial assistance.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all customers

6. EXTENT OF PUBLIC CONTACT

- Residents
- The Police and Department for Families and Children.
- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

7.1 Office based.

7.2 There is a requirement to undertake home visits to support clients where required.

7.3 Travel to and from external training courses and meetings.

7.4 You will be required to have a Basic Disclosure and Barring Service check.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: The Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder Date

PERSON SPECIFICATION

Post: Early Intervention and Prevention Homeless Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
A good understanding of the legislation used for decision making regarding homelessness, including the Homelessness Reduction Act 2017, Housing Act 1996 and Homelessness Act 2002	E	A, I
Previous experience of making decisions connected with homelessness applications	E	A, I
Previous experience of working with clients to prevent them becoming homeless	E	A, I
Excellent listening and communication skills with a wide range of people of all ages and backgrounds	E	A, I
Experience of explaining complex issues in a face to face, telephone based or video-based environment	E	A, I
Good time management skills and the ability to work effectively under pressure and prioritise to meet deadlines	E	A, I
Ability to work in partnership, network, influence, problem solve, overcome barriers and apply solution focused approaches	E	A, I
The ability to work well within a team and under own initiative and of maintaining professional boundaries with clients and partner agencies	E	A, I
A good understanding of the importance of confidentiality, safe practice, safeguarding, anti-discriminatory practice and equal opportunity	E	A, I
A good standard of education to enable the creation of letters undertaking basic arithmetic	E	D
Full driving licence and access to a vehicle to undertake home visits across the Borough.	E	A, D

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D