CHELTENHAM
BOROUGH COUNCIL

Job description and employee specification template

Job title:	Housing Interventions Officer	**Location:**	Municipal Offices
Reports to:	Housing Interventions Team Leader	**Working hours:**	37 per week
Job number:	TBC	**Salary grade:**	G
Supervises:	No supervisory responsibility		
Purpose:	To provide short term intensive support and intervention aimed at supporting homeless households whose needs cannot be met by other specialist services. This will include assisting vulnerable clients with chaotic and complex needs. Deliver one to one work with vulnerable single homeless people and families to build their capacity to achieve agreed outcomes including confidence and resilience. Working in partnership with a range of specialist and universal services to ensure support is coordinated and effective. There will be a need on occasion for you to take homeless applications and agree Personal Housing Plans with more chaotic and complex households. Intensive work with applicants in temporary accommodation including bed and breakfast accommodation will be required in order to obtain swift but sustainable housing solutions. The post holder will also provide tenancy sustainment support to vulnerable households for a period of time when they move into new accommodation, helping to ensure that housing solutions are sustained and homelessness does not recur. Through proactive intervention, assertive engagement and partnership working, the role will contribute to reducing rough sleeping, preventing repeat homelessness and supporting the council's objective of making homelessness rare, brief and non-recurring.		
Key duties and responsibilities:	• Provide a customer-focused, strengths-based and solution-focused service to vulnerable households, helping to prevent and relieve homelessness and sustain accommodation. • Manage a caseload of clients, undertaking assessments, making inquiries where required, agreeing action plans or personal housing plans and supporting households to achieve sustainable housing outcomes. • Provide intensive housing-related support to vulnerable clients before and after accommodation is secured, helping them engage with services and maintain accommodation successfully. • Support clients moving into accommodation to establish and sustain successful tenancies, including developing independent living skills, managing practical aspects of tenancy management and accessing appropriate support services. • Work proactively with households at risk of homelessness, tenancy breakdown, eviction, repeat homelessness or rough sleeping, identifying and addressing risks at the earliest opportunity. • Maintain regular contact with vulnerable households following accommodation placement to ensure housing outcomes remain sustainable and support needs continue to be met. • Help manage access to supported housing pathways, including accommodation-based support and intensive housing management schemes, and work with clients facing potential eviction from supported accommodation.		

	• Work proactively with individuals who are rough sleeping or at risk of rough sleeping, supporting them to access and sustain accommodation and appropriate support services. • Act as a lead professional for households with complex and multiple needs, adopting an assertive, non-judgemental and person-centred approach that empowers clients to take responsibility and make positive changes. • Support clients with complex needs including mental ill health, substance misuse, offending behaviour, domestic abuse, care experience, social exclusion and other forms of vulnerability. • Respond quickly and effectively to crisis situations, balancing competing priorities and risks whilst ensuring appropriate safeguarding and support arrangements are in place. • Ensure high-risk and vulnerable clients have fair and appropriate access to services through effective risk assessment, risk management and multi-agency working. • Work collaboratively with accommodation providers, supported housing providers, registered providers and private landlords to prevent homelessness, sustain tenancies and resolve housing-related issues. • Develop and maintain effective working relationships with a wide range of agencies including social care services, health providers, mental health services, probation services, criminal justice agencies, support providers, registered providers and voluntary sector organisations. • Lead, coordinate and participate in multi-agency meetings, reviews and case conferences where required, particularly where no other lead professional has been identified. • Deliver services and interventions that meet agreed outcomes, statutory requirements and service standards in partnership with other agencies. • Contribute to the council's homelessness prevention, homelessness relief, rough sleeping and tenancy sustainment objectives, ensuring positive outcomes for vulnerable households. • Help identify, develop and deliver innovative and creative interventions that build resilience, reduce vulnerability, maintain family and support networks where appropriate and help households retain and sustain accommodation. • Provide specialist knowledge and advice in relation to homelessness, housing-related support, mental health, substance misuse and domestic abuse. • Maintain accurate, timely and comprehensive records of all casework, interventions, decisions and outcomes in accordance with council policies and procedures. • Record, monitor and report outcomes, ensuring performance information is maintained to support service delivery, statutory reporting requirements and continuous improvement. • Develop effective links with relevant service providers and contribute to the ongoing development and improvement of homelessness prevention, rough sleeping and tenancy sustainment services. • Work closely with colleagues across the Housing Options Service to support the effective delivery of team objectives and service priorities. **This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes**. **General accountabilities** • Work to add value to, and be a valued member of, the team and to be valued by customers.

	• Maintain a safe working environment and ensuring, as reasonably practicable, that safe working practices are adopted by employees within the working environment. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the council. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information. • Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy.

Organisational Values:	Work to and help embed our organisational values: 
Essential requirements - qualifications, skills, abilities and experience:	**Qualifications** • GCSEs (5 A-Cs or equivalent, including Maths and English) **Experience** • Knowledge and understanding of the services available to support households in need • Track record of forging strong partnership relationships with social care, mental health teams, support agencies, probation, public protection • Experience of supporting individuals with multiple and complex needs through a person-centred and trauma-informed approach • Experience of working with vulnerable households to establish and maintain accommodation • Significant experience of providing advice and assistance to vulnerable people, often with complex needs (e.g. victims of domestic abuse, mental health, offenders, care leavers, substance misuse, learning or other disabilities) • Working knowledge of homelessness and housing allocations legislation **Skills and abilities** • Resilient, empathetic and approachable with motivational and negotiation skills • Ability to manage a complex caseload and prioritise competing demands • Excellent communication skills and ability to build a professional trust-based relationship with vulnerable clients • Understanding and experience of homelessness applications
Desirable requirements - qualifications, skills, abilities and experience:	• Previous experience of working in a housing and homelessness related environment • Previous experience of working in a support related environment

Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service

	• You may need use of a car for work purposes.	
Date created:		
Date reviewed:	October 2026	
Created/reviewed by:	**Name: Paul Tuckey**	**Job title: Housing Options Manager**