

Role Profile

This section provides key information relating to the role

Job Title:	Housing Options Officer		
Post No:	RP0123	Grade:	G/H
Team:	Housing Needs Team	Location:	Campus East
Responsible to:	Housing Options Team Leader		
Responsible for:	N/A		

Overall job purpose:

To provide advice, help and support and find suitable solutions to help prevent or delay homelessness and to provide customers with practical options and suitable housing solutions.

To agree Personalised Housing Plans (PHPs) with people who are threatened with homelessness or homeless under the terms of the Homeless Reduction Act

Investigate and issue decisions on applications made under current homelessness legislation

Make referrals to appropriate Temporary Accommodation, supported accommodation or longer term housing solution and/or support where necessary.

Key areas of focus:

1.	To work creatively and use knowledge, skills and information to help prevent homelessness through negotiation, advice or assistance, either preventing the loss of accommodation or securing suitable alternative accommodation.
2.	To manage caseloads, carry out necessary investigation work and issue decisions in compliance with current homelessness legislation, including completion of administrative tasks such as the issuing of duty letters and Personalised Housing Plans, in line with performance targets.
3.	Attend and contribute to necessary multi-agency meetings and conferences, in line with responsibilities to applicants and households.
4.	Interview customers in the office and at other addresses normally within the borough. This will also include lone visiting.
5.	Maintain detailed working knowledge of homeless legislation and other relevant areas of law and keeping abreast of relevant case law.
6.	Liaise with colleagues, both internally and externally, and create, maintain and improve key partnership working in line with duties to prevent and relieve homelessness.

7.	Determine applicants' eligibility for accommodation and make referrals in order for suitable accommodation to be secured, assisting both applicants and colleagues to ensure that all support needs are identified and taken into account, including taking part in the Council's emergency out of hours homelessness service.
8.	Identify, highlight and refer any safeguarding concerns to the relevant authorities, in line with Council policies and procedures
9.	Deliver an effective and appropriate service to all customers, fairly and without discrimination, with a commitment to providing excellent customer service.
10.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities, including a customer first method of working which commits to the highest standards of customer service.
12.	Carry out any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Good general standard of education including Math's and English	x		A/T
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role. Able to learn new systems effectively.	x		T
Experience of providing advice to the public in a busy face to face environment		x	A/I
Experience of providing customer service to a high standard	x		A/I
Knowledge			
Ability to understand legal documents, legislation, guidance and case law	x		I
High level of organisational skills and the ability to prioritise and work to deadlines	x		A/T
Ability to manage a caseload and organise tasks	x		T/I
Ability to work under own initiative to find solutions to problems on a regular basis.	x		A/T
Skills and abilities			
Proven interpersonal skills and ability to work with other colleagues	x		I
Experience in providing high levels of customer service	x		A/I
Excellent level of written and verbal communication skills, the ability to communicate effectively with a range of audiences and to produce written documents to a high standard	x		T/I
Ability to deal with challenging customers	x		A/I
Emotional attributes			

Ability to remain calm and deal with people who may display challenging or aggressive behaviour in emotionally demanding situations	x		A/I
Experience in dealing with others displaying aggressive behaviour and proven ability to resolve such situations		x	A/I
Ability to display conciliatory and empathic skill with staff and members of the public.	x		
Other attributes			
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	x		A/I
To demonstrate knowledge of data protection principles in everyday situations.	x		A/I
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	x		A/T/I

Assessment Criteria:
(A) Application, (T) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.