



Role Profile

This section provides key information relating to the role

Job Title:	Housing Options Officer		
Post No:	P01605/P01719	Grade:	G/H
Team:	Housing Needs Team	Location:	Campus East
Responsible to:	Housing Options Team Leader		
Responsible for:	N/A		

Overall job purpose:

To be the case worker for households homeless or threatened with homelessness, provide advice and assisting them to prevent their homelessness through creative solutions and negotiation or relieve their homelessness by finding and securing alternative accommodation.

To be responsible for assessing approaches, carrying out interviews, making enquiries, progressing cases, and making decisions on homelessness applications using knowledge of the homelessness legislation and of local housing options and resources.

To provide excellent levels of customer service, ensuring that key customer service standards are met and maintained, with particular attention paid to the sensitivity of applicants' situations and their need for approaching the housing options and homelessness service.

Key areas of focus:

1.	To work creatively using knowledge and skills to prevent/relieve homelessness through negotiation, advice and assistance, either by preventing the loss of accommodation or by securing suitable alternative accommodation.
2.	To carry out necessary investigation work and issue decisions in compliance with current homelessness legislation.
3.	To carry out effective interviewing of applicants, both in person and remotely using computer systems and telephone interviews.
4.	Carrying out visits to applicants' homes, in order to make enquiries into current living arrangements and to verify information provided by the applicant.
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.	Attend and contribute to necessary multi-agency meetings and conferences, in line with responsibilities to applicants and households.
8.	Contribute to effective team environment, working alongside others to provide continuous service, and taking part in the Council's emergency out of hours homelessness service.
9.	Identify, highlight and refer any safeguarding concerns to the relevant authorities, in line with Council policies and procedures
10.	Deliver an effective and appropriate service to all customers, fairly and without discrimination, with a commitment to providing excellent customer service.
11.	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 Maths and English	x		AP
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		AS
Experience of providing advice to the public in a busy face to face environment		x	AP/IN
Experience of providing customer service to a high standard	x		AP/IN
Experience of providing Housing Options and Homelessness Advice and of making Homelessness Decisions		x	AP
Experience in dealing with others displaying aggressive behaviour and proven ability to resolve such situations		x	AP/IN
Knowledge			
Knowledge of the relevant homelessness legislation, including but not limited to Housing Act 1996 Part VII and Homelessness Reduction Act 2017.		x	AP/IN/AS
Skills and abilities			
Ability to build rapport with applicants to the service	x		IN
Ability to make effective enquiries in an interview setting, seeking and obtaining information relevant to the application process	x		AS/IN
Ability to work well with colleagues	x		IN
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, grammatically correct.	x		AS/IN

Ability to deal effectively with challenging customers, and to de-escalate potentially volatile situations	x		AP/IN
Ability to work under own initiative to find solutions to problems on a regular basis.	x		AP/AS
Ability to manage a caseload and organise tasks	x		AS/IN
High level of organisational skills and the ability to prioritise and work to deadlines	x		AS
Ability to understand legal documents, legislation, guidance and case law	x		AS/IN
Emotional attributes			
Ability to remain calm and deal with people who may display challenging or aggressive behaviour in emotionally demanding situations	x		AP/IN
Ability to display conciliatory and empathic skill with staff and members of the public.	x		IN
Other attributes			
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	x		IN
To demonstrate knowledge of data protection principles in everyday situations.	x		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	x		IN

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.