

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

**Directorate:** Chief Executive's Department

**Division:** Housing

**Post No. & Job Title:** H57 Housing Options Triage Officer

**Grade:** Grade 6

**Responsible to:** Housing Options Manager

**Job Objective:** Provide initial advice and assistance to anyone with housing related problems in accordance with current legislation and code of guidance and identifying those who are already homeless or at risk of becoming homeless within 56 days.

Triage cases to ensure that appropriate priority and attention is given

### **Main Duties and Responsibilities:**

1. Be the first point of contact for all new enquiries into the service and to conduct an initial assessment of the approaching household.
2. Ascertain a household's risk of homelessness at first point of contact.
3. Provide early intervention assistance to those at risk of homelessness but not within 56 days.
4. Undertake initial investigations as necessary to complete triage assessment of cases.
5. Co-ordinate and provide responses to all general housing options queries including emails and phone calls and duty to refers.
6. Provide verbal and written advice on a wide range of housing options and related matters to anyone approaching the Council, working closely with other colleagues and partners.
7. Advise customers of their housing options, this could include: privately rented housing, deposit bond and rent-in-advance schemes, renting a room, social housing, mediation, supported housing.
8. Provide general advice and assistance in the following areas: homelessness, security of tenure, harassment and illegal eviction, disrepair, money management, benefits, relationship breakdown, domestic abuse.
9. Assist residents with accessing services that support them to find or sustainable accommodation.
10. Ensure case management files are updated with details of all contact and case progression.
11. Seek information from landlords/lenders/relatives and other agencies to assist the Housing Options Officers in preventing or relieving homelessness.
12. Support the Housing Options Officers in monitoring Personal Housing Plans, including contacting customers for updates.

13. Provide tenancy advice to tenants and landlords
14. Provide performance information in relation to caseloads, numbers and types of enquiries
15. Assist with the management of the Council's temporary accommodation arrangements as required.
16. Attend meetings and events as required to promote the service; including assisting with the administration if required, in terms of organising, preparation, taking minutes
17. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of H57– Housing Options Triage Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.