

JOB DESCRIPTION

Directorate:	CEX – Chief Executives
Division:	Housing
Post No & Job Title:	H316 Housing Options Officer
Grade:	Grade 7
Responsible to:	Housing Options Manager
Main purpose of the job:	To actively support the prevention of homelessness by providing a comprehensive housing options and advice service. In addition to this fulfilling the statutory obligations in respect of homelessness and access to housing and work with partner organisations.

Main Duties and Responsibilities:

HOMELESSNESS AND HOUSING ADVICE

1. Consider and assess homeless applications in accordance with the Housing Act 1996 Part 7 as amended by the Homeless Reduction Act 2017
2. To investigate, assess, assist and advise customers on their housing options, providing the Council's statutory obligations in relation to housing advice and homeless services.
3. To ensure that the Council complies with its statutory duties in providing homeless prevention advice, ensuring that the Council acts in accordance with the legislation and its timescales
4. To actively work with clients to prevent their homelessness. By assisting them to retain their existing accommodation or secure alternative housing when all other housing options or solutions are exhausted.
5. To reach determinations and recommendations on homelessness cases, in accordance with the legislation and relevant case law.
6. To negotiate with landlords, parents and other agencies, both statutory and non-statutory to find the best solutions to clients housing needs.
7. To advise clients on their housing options with regard to private rented, house shares, supported accommodation or access to the Council's waiting list.

8. To provide tenancy, rights of occupation, welfare and benefits advice to clients to ensure that they have the best possible opportunities to retain their current accommodation or sustain their new accommodation.
9. To provide customers with robust action planning to ensure customers have the best chance to improve their housing options. Including the wider support planning, linking with education, employment, health and other support providers and agencies.
10. To ensure that potential safeguarding issues involving both adults and children are identified and the appropriate corporate actions are taken.
11. To attend multi agency meetings where appropriate to represent the Council in discussing clients and their circumstances.
12. To attend Court where necessary on matters involving homelessness cases or clients.
13. To work with the Temporary Accommodation Officer to make temporary accommodation placements and arrange for removals and storage.
14. Assist in the administration of the Council's Deposit Guarantee Scheme.
15. To ensure that appropriate risk assessments are carried out and referrals are made as necessary for those clients moving in to temporary accommodation.
16. To work out of office hours in times of civil or homelessness emergencies

GENERAL

17. Keep clear and concise file notes of all contact with customers and provide clear and concise written reports and chronologies for other officers when requested.
18. Ensure all data is held in compliance with data protection and GDPR requirements
19. Assist with the control/monitoring of the section's budgets.
20. Maintain accurate records and statistics in relation to the work of the section.

Follow lone worker protocols including the correct use of the lone worker device. To follow start on site and end of day lone worker arrangements.
21. In the absence of the Housing Options Manager, take day to day responsibility for the homelessness and housing advice services.
22. To undertake any other relevant duties within the scope and grade of the post as may be required by the Head of Housing.

Equality and Diversity

23. To adhere to the council's equality and diversity policy including working within professional boundaries
24. To provide an excellent customer centred service.

DESIGNATED CAR USER

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

SPECIAL CONDITIONS

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 Housing Options 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.