

Job Description

Senior Housing Options Officer

Role Profile	_Senior Housing Options & Solutions Officer
Service/Team	_Strategic Housing & Partnerships
Reports to	_Service Manager – Housing Options
Responsible for	_Circa 7 Housing Options Officers
Number of posts	_1

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring support they need is available in order to help maintain their homes and prevent homelessness.

Career Grade _BCP Grade I

Job Overview

To provide comprehensive technical advice and support for people with a range of sometime complex and multiple housing support needs, particularly where these require a multi agency partnership approach. To ensure the housing needs of individuals are assessed and met by providing professional and specialist advice / expertise.

Key Responsibilities

- To provide specialist knowledge, expertise and advice to the Housing Options Team on a wide range of housing practices, reviews and processes through the effective coordination of customer demands.
- To manage a team of Housing Options staff delivering statutory and non-statutory homelessness services.
- To provide support to the team in making complex decisions and using professional judgement in accordance with relevant legislation.
- To work in a multi-agency setting, building effective relationships and developing interventions with a range of partners on complex and often contentious casework situations in the pursuit of prevention of homelessness
- To be the lead practitioner and representative for the service in a range of multi-disciplinary settings.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Specific Qualifications and Experience (Essential / Desirable)

- Significant experience in housing services including experience of giving advice to the public on complex and contentious housing matters. (E)
- Substantial experience of delivering customer focused services in a multi-agency setting (E)
- Experience of acting in a Lead Practitioner role (D)

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours (E)
- Educated to Degree level or equivalent (E)
- CIH level 4 (or equivalent) or ability to achieve qualification (E)

Personal Qualities & Attributes

- Excellent skills in motivating and listening to people (E)
- Excellent communication skills both written and verbal (E)
- Excellent organisational and time management skills (E)
- Able to work effectively under pressure and meet deadlines and remain calm in challenging situations (E)
- Proven ability to make decisions and analyse and resolve complex problems creatively (E)
- Excellent ability to demonstrate professional curiosity, analyse a range of complex housing & social care scenarios & confront difficult situations (E)
- Seeks collaborative resolutions in customer practice (D)
- Lead, plan and organise own workload and on behalf of a multiagency team (E)

Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.