

# Job Description

## Housing Options Officer

Role Profile	HOU002
Service/Team	Housing Options
Reports to	Senior Housing Options Officer
Responsible for	N/A
Number of posts	
Post number	

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring I help people to resolve their housing circumstances.**

Career Grade H

### Job Overview

- To assess the Council's housing duty to those applying for housing; as homeless or threatened with homelessness, in accordance with statute and Council policy and working procedures.
- As a member of a committed team, provide person centred housing options advice and support with a focus on preventing homelessness
- Carry out wide ranging complex and sensitive meetings with vulnerable households, applying technical knowledge to assist and resolve housing needs where you can
- To work in a multi-disciplinary environment, collaborating with specialist services & using your skills and knowledge, to respond to those with complex problems; including child protection, domestic abuse, adult safeguarding, mental health, substance misuse, learning difficulties, disabilities and other medical / social issues.

### Key Responsibilities

- To provide specialist advice on a range of complex housing options and homeless prevention initiatives
- To hold a caseload & carry out detailed legal assessments of applications for housing, making decisions on all aspects of housing or homelessness applications including verification, eligibility, housing need and support
- Determine the support needs of households in housing need and refer to specialist providers where appropriate.
- To participate in Housing Options Duty Rota, providing excellent customer service in respect of a range of complex and contentious housing enquiries, through a range of communication channels, online, face to face & in the community.
- To lead multi-agency case meetings for households with complex problems
- To act as housing lead in response to serious domestic abuse, child protection, adult safeguarding etc. where clients have identified housing needs.
- To develop strong relationships with all housing providers and promote multi-agency initiatives in the prevention of homelessness
- To maintain continuous professional development and up to date knowledge of related

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

legislation, such as landlord and tenant, family, welfare benefits, child and adult safeguarding

- To prevent homelessness wherever possible by negotiation and collaboration with a range of stakeholders
- To effectively manage a caseload through personal housing plans, communication strategies and effective record keeping.
- To provide affidavit evidence in cases where legal review is triggered.
- To apply client confidentiality procedures to investigations undertaken and to follow guidance in relation to lone working where there are potential risks to personal safety.
- To constructively participate in one-to-one supervision, case reviews and case conferences, employee appraisals and training sessions. To assist in providing induction and/or training programs to other officers as required.
- To respond to and initiate routine and non-routine correspondence with a wide range of agencies including Councillors and Members of Parliament.
- To produce and analyse statistical reports as appropriate.
- To respond to emergency situations where appropriate, attending cover at externally located rest centre(s).
- During the course of your employment, you will be required to maintain a record of all training and development undertaken.
- To undertake such other duties as may be required from time to time commensurate with the level of the post.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equality and Diversity legislation, the Health and Safety at Work Act and Data Protection Act.

### **Specific Qualifications and Experience**

- Significant experience of providing excellent customer service
- Experience of providing professional advice to people in housing need or a relevant sector.
- Experience of working for a range of different vulnerable clients (e.g. victims of domestic abuse, mental health, offenders, substance misuse, young people, learning or other disabilities)
- Experience of managing a caseload and developing support plans
- Experience of team working and multi-agency working
- Qualified to L4 Diploma or equivalent experience

### **Personal Qualities & Attributes**

- Effective interpersonal and negotiation skills with the ability to impart information and legislation through face-to-face interview and in writing
- Be able to deal with conflict and challenging behaviour and have strategies to deal with this.
- Balance of empathy, tact, and diplomacy in accordance with the needs of the individual.
- To be able to problem solve and make decisions using professional judgement.
- Able to organise a diverse workload without close supervision and manage competing demands.
- Ability to recognise issues relating to Adult safeguarding, child protection and domestic abuse.

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- Ability to effectively use casework management systems

**Job Requirements**

- Understanding and commitment to diversity and equal opportunities
- Ability to travel around the area (and to other areas of the UK) in an agreed timely manner

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