**Job Description**

L3 Advanced Housing, Homelessness & Rough Sleeping Apprentice

**Role Profile**

**Service/Team** Housing Options

**Reports to** Senior Housing Options Officer

**Responsible for** N/A

**Number of posts**

**Post number** GG5625

**Career Grade** Apprenticeship Grade

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

To provide a high standard of customer service and support officers in assessing those presenting to the housing service with enquiries relating to housing

To support officers by carrying out a range of contacts with vulnerable households, applying knowledge to identify the most appropriate response to the housing needs

To develop the knowledge, experience, skills and attitudes needed to succeed within housing services

To support the Council’s Rough Sleeping Pathway services

**Key Responsibilities**

1. To commit to undertake study to achieve Level 3 Housing apprenticeship.
2. To complete work placements in across the Housing Options Team including the Rough Sleeping Pathway.
3. To respond to and initiate routine enquiries to letters, emails, telephone calls and face to face from clients and with a wide range of agencies.
4. To assist to provide advice and information on a range of housing options and homeless prevention initiatives.
5. To assist in carrying out assessments of applications for the housing register and make decisions on all aspects of the application including verification, eligibility and housing need.
6. Support housing options team in responses to serious domestic abuse, child protection, adult safeguarding, offending casework where housing where clients have identified housing needs.
7. To liaise with the private sector, supported housing providers and social housing landlords to support the prevention of homelessness.
8. To study and develop a working knowledge of related housing legislation, such as landlord and tenant, family, welfare benefits, child and adult safeguarding, immigration and persons from abroad.
9. To coordinate regular meetings involving a range of internal and external stakeholders.
10. To assist in the prevention of homelessness wherever possible by simple negotiation with personal callers, their families, landlords, solicitors, financial institutions and other housing providers.
11. To report issues relating to child protection, adult safeguarding and domestic abuse to the appropriate agency and maintain an active involvement in ensuring their housing needs are met.
12. To contribute to the reviewing and implementation of procedures and processes relating to the housing service.
13. To provide general office and specialist housing administrative support.
14. To maintain personal and sensitive client records on various databases and apply confidentiality procedures to investigations at all times.
15. To constructively participate in one-to-one supervision, case reviews and supporting case conferences, employee appraisals and training sessions.
16. During the course of your employment you will be required to maintain a record of all training and development undertaken. All employees will be given encouragement from their Manager/Supervisor to develop their skills and knowledge to the benefit of themselves and the Council.
17. To undertake such other duties as may be required from time to time commensurate with the level of the post.
18. 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 .

**Specific Qualifications and Experience**

* Working with a customer services environment, including face to face with members of the public

· Working with vulnerable clients. This job provides a “first step” into the social housing profession, and as such we acknowledge that some applicants will not have had a great deal of work experience. Positive attitude and demonstrable commitment to working in a demanding, customer focussed environment will be vital

· GCSEs in both English and Maths, Grade 4/5 (C) or above OR lived homelessness experience **and** willing/ able to complete English and Maths GCSE prior to starting the level 3 qualification

· Commitment to successfully complete the Housing apprenticeship and gain a CIH Level 3 Certificate in Housing

 **Personal Qualities & Attributes**

* Ability to complete forms and give basic advice on the telephone and face to face
* Ability to work well in a team
* Competent in organising workload, particularly using relevant IT systems including Microsoft Office
* Effective verbal and written communication skills, including the ability to communicate with empathy
* Ability to prioritise workloads, be accurate and work to tight timescales and be flexible to change and in approach when needed
* Ability to deliver information in differing formats to clients with a range of abilities and needs

**Knowledge**

· An understanding of the importance of customer service standards in delivering quality services

**Attitude and Motivation**

· Strong commitment to customer care

· Willing to develop knowledge and study legislation

· Illustrate a good attitude to team working.

· Calm and flexible

· Self Motivated

 **Job Requirements**

* Understanding and commitment to diversity and equal opportunities
* Basic Criminal Records Check (DBS)
* Ability to speak fluent English