

Role Profile

Reference Number	HOU002
Role Title	Housing Options and Solutions Officer II
Directorate	Environment and Community
Department	Housing
Reports to	Principal Housing Options and Solutions Officer

Role Purpose

To assist vulnerable people to access and maintain their accommodation, co-ordinating multi-disciplinary interventions and safeguarding where appropriate, to help them increase their independence and quality of life.

Accountabilities

- Provide assistance to customers on housing related issues, including engagement with other services, so that they can access services designed to prevent homelessness and enable sustainable tenancies. This may include advice on housing register qualification, referral to external agencies where appropriate, advice on benefits and wider issues such as social care.
- Promote good practice in tenancies, helping individuals with issues such as rent payments on time and meeting landlord requirements, so that tenancies can be sustained, and homelessness prevented.
- Liaise with landlords in the private, public, and voluntary sectors to understand and develop a supply of accommodation for people in the area.
- Manage a caseload of customers, engaging with them in undertaking initial assessments, produce support plans, and assist them to achieve the aims identified in their support plan, including co-ordinating the admission and exit of tenants into accommodation, so that individuals are housed in accordance with defined procedure.
- Co-ordinate reviews of cases where appropriate for households with complex problems and liaise with other statutory and voluntary agencies as appropriate, to determine additional needs for the person such as social care and wellbeing support needs of households in housing need and refer to specialist providers where appropriate.
- Assess housing and support needs and make decisions on all aspects of the application including verification, eligibility, housing need, support and recommendations for the loan or spend of the council's housing budget, so that allocations are processed in accordance with policy and legislation.
- Make links with other agencies, such as schools, health and social care, to prevent homelessness and enable joined up support for individuals.

Knowledge / Skills / Experience required

- Diploma level qualification or equivalent experience.
- May be working towards Chartered Institute of Housing qualification.
- Knowledge of housing and homelessness legislation and best practice in the prevention of homelessness.
- Knowledge of other legislation relating to families, children, and tenancies.
- Knowledge of the housing market, and benefits.
- Experience of dealing with members of the public both face to face and over the phone.
- Experience of tenancy management and assisting tenants with a range of complex housing matters.
- Experience of financial and administrative systems.
- Excellent computer skills using Microsoft Office systems.
- Excellent communication skills in all forms across all sectors of professional and commercial stakeholders and members of the public, with the ability to influence, use empathy to understand complex situations, and to advise others.
- Ability to deal effectively with caseloads and competing demands.

Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning will typically be over days. The role holder will need to be proactive and respond to queries and be able to organise their own time.

Notes

Date:	01/02/2021: UPDATED JV 16/04/2021
Working Conditions:	<p>Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:</p> <ul style="list-style-type: none"> • The role holder will need to maintain concentration and composure when undertaking assessments and recording/verifying information. • The role will involve some walking, undertaking home visits and working in the community. • The role will be undertaking home visits, meeting people in accommodation or rough sleeping, and as part of this may be exposed to unpleasant environmental conditions such as smoke, dirt and smells. • The role will need to deal with challenging behaviour, confrontation and will support vulnerable people who have complex needs and challenging behaviours, potentially making contentious decisions that may distress customers. • Emotional demands, dealing with sensitive issues
Working Arrangements:	<ul style="list-style-type: none"> • May need to work overtime and travel and work as part of an out of hours duty rota