Job Description

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| **Job Title** | Homeless Prevention & Assessment Officer |
| **Grade** | Band H |
| **Reporting To** | Team Leader |
| **JD Ref** | REG0003G |

Purpose

Deliver a professional Housing Options and Homeless service providing advice, support and guidance to ensure that all clients receive timely interventions and assessments to support them into permanent and settled affordable accommodation.

Main Duties And Responsibilities

1. Ensure that housing advice and assistance is given to all clients with due regard to housing legislation (under the 1996 Housing Act, Homelessness Act 2002 & Children’s Act 1989) within the agreed timescales ensuring compliance to the requirements of the legislation.
2. Identify problems causing potential homelessness and provide tailored solutions, advice and assistance to facilitate and secure alternative settled accommodation and prevent homeless.
3. Work proactively with relevant Council departments, Floating Support Providers/Partners, Health/Hospital Trust, Private Landlords Family Support Unit, Probation and Registered Providers to ensure that effective support is identified and implemented to prevent homelessness, ensure timely assessments and support clients into settled accommodation.
4. Provide advice and assistance to clients with complex needs and signpost to the relevant services and support.
5. Keep up to date with all current housing and benefit’s legislation to ensure compliance.
6. Ensure that Families and individuals are placed appropriately in temporary accommodation that fully meet their needs, ensuring that move on plans are in place and that clients do not exceed legal deadlines.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* *Desirable - Evidence of and commitment to continuous professional development.*

**Knowledge & Skills**

* Able to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them.
* Able to investigate issues in a sensitive manner.
* Able to accurately record statements and findings.
* Able to discuss and negotiate effective outcomes options with accommodation providers and landlords to prevent homelessness.
* *Desirable – Knowledge of the social and financial costs of homelessness to individuals, the local authority and other relevant bodies.*
* *Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation.*
* *Able to think creatively in finding solutions to preventing homelessness.*
* *Effective communication skills both verbal and written.*
* *Confident user of information technology applications to include database input, word processing, and email.*
* *Knowledge of welfare reforms and the impact that it has on potential clients.*
* *Basic knowledge of the court processes and procedures around eviction and tenancies.*

**Experience**

* Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness.
* Experience of homelessness and housing advice work.
* Experience in working with vulnerable client groups (safeguarding).
* Experience of effective interviewing skills.

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: LISA NEWMAN – AD HOUSING

Date Of Approval: MAY 2024