



Job description			
Job title	Housing Solutions Officer		
Grade	H (SCP 23 – 25)		
Directorate	Regeneration & Economic Development		
Service/team	Housing Solutions Service		
Accountable to	Housing Solutions Service Manager		
Responsible for	Providing housing advice and solutions for people that need housing advice, who are at risk of homelessness or homeless to prevent or resolve homelessness		
JE Reference		Date Reviewed	April 2026

### Purpose of the Job

To deliver a frontline assessment service for Knowsley Housing Solutions Service, identifying customers who fall within the homeless legislation and prevent or relieve homeless and assess for any main homeless duties owed on behalf of the local authority. Provide housing advice to Knowsley residents.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To carry out formal investigations under the Housing Act 1996, to ensure that the Council fulfils its statutory duties. To determine applications, to ensure that customers are kept informed at all stages and to issue written notifications of all decisions made. To complete assessments and investigations of homeless approaches and applications in line with the Councils' statutory duties under Housing Act 1996 Part 7 relevant case law and the Homelessness Reduction Act 2017.
2. To comply with current relevant legislation and Knowsley Housing Solutions policies, procedures and performance measures.
3. Monitor the progress of households under the choice-based lettings scheme, ensuring that applicants are considered for properties in line with the Allocations Policy.



4. To provide an effective, professional service on behalf of the Council including offering a full range of advice and assistance to all households who may have support needs to prevent or relieve homelessness.
5. To provide full needs and homeless assessments for vulnerable clients ensuring appropriate housing solutions are identified to meet their needs.
6. To provide a holistic service in partnership with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction.
7. To ensure vulnerable customers are supported to secure housing and assist in making appropriate referrals to address their support needs
8. To provide Out of Hours Advice on a rota system. This will be remunerated separately.
9. To meet performance targets and standards.
10. Work in partnership with central Government to provide data and outcome-based information to demonstrate the council's work to prevent and relieve homelessness for single customers.
11. This is a role that will be at the forefront of the prevention of homelessness, following the introduction of the Homelessness Act 2017.
12. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
14. Carry out any duty which may be, from time to time, requested by the Chief Executive, Executive Management Team or Director, commensurate with the position.
15. Have a comprehensive understanding of welfare reform matters in relation to tenancy agreements.
16. To work closely with other Registered Providers and Private Landlords within the Borough.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions "is good" because they want all Council employees to understand how important it is to "treat children



in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

## Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.



- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people’s points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

## Health and Safety

- To use equipment as instructed and trained.



- To inform management of any health and safety issues which could place individuals at risk.

### **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.