(National Agreement)



### JOB DESCRIPTION

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**Post Title**: Housing Solutions Officer (One Year Fixed Term Contract)

**Scale**: Grade F (NSCP 12-19) £21,589 - 24,799

**Post No**: DHH307

**Service**: Development

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**Responsible to**: Lead Officer for Housing Options

**Responsible for**:

**Key Relationships**: Health and Housing Manager, Lead Officer for Housing Options, Senior Housing Options Officer, Housing Options Team, Private Sector Landlords, Letting Agents

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| **Job Purpose**: To support the work of the Housing Options Team in preventing homelessness. To provide sustainable housing solutions for residents of the Borough by working with landlords to find and secure suitable accommodation in the private rented sector. To work with tenants and homeowners to help them sustain healthy, active lives within their current accommodation. To liaise with landlords and letting agents to develop and deliver specific initiatives to support the private rented sector. To assist with the collation of reporting of information relating to the Scheme. |

**Main Duties and Responsibilities**:

* To support the work of the Housing Options Team in preventing homelessness by providing advice, information and assistance to households threatened with homelessness about their options.
* To undertake housing options interviews with client to ascertain their housing needs and provide related housing advice and assistance.
* To undertake necessary investigations in relation to homelessness applications and prepare detailed reports in connection with such applications.
* To assist with the implementation of specific actions and initiatives contained in the Homelessness Strategy and Action Plan.
* The ability to interpret legislation, regulations, allocation and internal policies and procedures and apply them to individual cases correctly.
* Communicate calmly, clearly and effectively and have excellent interpersonal skills for explaining sometimes complicated information effectively.
* To work in partnership with landlords and letting agents to secure a supply of suitable accommodation to meet the needs of households in housing need and at risk of homelessness.
* To support households in housing need and at risk of homelessness to access and sustain accommodation in the private rented sector by facilitating support into accommodation, ongoing liaison between tenant and landlord, mediating in the event of disputes and providing timely advice and information to both parties throughout the tenancy.
* To evaluate national and regional housing policies and initiatives in order to identify best practise for supporting the private rented sector to contribute to meeting housing need in the Borough.
* To work with partners to develop and deliver initiatives to maximise the contribution the private rented sector can make in meeting housing needs.
* To contribute to the development of policy and new initiatives by providing feedback on the changing nature of private rented sector and housing needs in the Borough and prepare report to identify the implications for Council policies, strategies and services.
* To seek to improve the health and wellbeing of tenants and homeowners through the provision of advice and support, including referrals to partner agencies where appropriate.
* To coordinate private sector housing events and meetings, including the Landlords Forum.
* To liaise with Government departments, providing statistical returns on progress where appropriate.
* To ensure that the Council’s housing options and advice service is customer focused and to work with customers to improve the service, promote the service provided for them and encourage their involvement where possible.
* To liaise with other local authorities and agencies on joint initiatives and the sharing of good practice.
* To lead on the development and delivery of the Deposit Guarantee and Landlords Incentive Schemes and other initiatives to increase the range of options available to tenants in the private rented sector.
* To carry out house condition surveys and inspections under guidance of the Housing Standards Team to ensure that properties are free from serious health and safety hazards and to support the operation of the Deposit Guarantee Scheme.
* To make recommendations to prospective landlords where remedial works are required.
* To match prospective tenants with suitable properties in conjunction with the Housing Options Team.
* To provide advice and support to tenants as they move into their properties, assisting with Housing Benefit claims where appropriate.
* To liaise with Housing Benefits to ensure that tenants’ entitlement is maximised.
* To make appropriate arrangements with tenants for repayment of their Deposit Guarantee Scheme when required.
* To establish monitoring and reporting systems in order to achieve effective budgetary control of income and expenditure on the scheme.
* To respond appropriately to all enquiries and maintain accurate written and computer records, reports and other monitoring information as required with the various duties undertaken and to keep other records necessary to provide adequate management information database.

**General Duties:**

* Any other duties commensurate with the grade of the post, subject to any reasonable adjustments under the Disability Discrimination Act 1996.
* Postholders must comply with the Council’s Equal Opportunities and Health and Safety Policies.
* Postholders at scale point 29 or above must develop, support and promote principles of sustainability both in service delivery and in the workplace.
* Postholders at scale point 29 or above must manage risks (strategic and/or operational) as identified in appropriate service plans and assigned within the PDR process.

**Special Conditions (if applicable):**

* Clean Driving Licence and access to a car.

**General Conditions:**

* The above duties do not include or define all tasks which the postholder may be required to carry out.
* To be responsible for the health, safety and welfare of yourself, employees you are working with and the staff under your control.
* To regularly communicate with your staff on developments within the organisation and how this affects their role, and to encourage feedback and staff involvement.
* To serve at any of the Council's places of employment in any post of a similar nature and responsibility, if required.
* The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times.
* To be responsible for the identification, prioritisation and management of business risks relating to the service area, in accordance with the Council’s Risk Management Strategy.

The Council reserves the right to vary the duties and responsibilities of staff under conditions prescribed in national agreements. Thus, it must be appreciated that the above duties may be altered as the future changing needs of the service may require.

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| Any other duties commensurate with the grade of the post, subject to any reasonable adjustments under the Disability Discrimination Act 1996. |
| Postholders must comply with the Council’s Equal Opportunities and Health and Safety Policies. |
| For postholders at SO1 or above to develop, support and promote principles of sustainability both in service delivery and in the workplace. |
| For postholders equivalent to SO1 or above to manage risks (strategic and/or operational) as identified in appropriate service plans and assigned within the PDR process. |
| **Safeguarding and Prevention Duties**  The Council has a moral and legal obligation to ensure a duty of care for children and adults across its services and is committed to promoting a culture which safeguards, promotes wellbeing and protects children and adults at risk.  Employees are expected to carry out their role and responsibilities with due regard to the safeguarding and protection of children and vulnerable adults, including preventing people from becoming drawn into terrorism. The Council is committed to ensuring that all employees are supported in respect of their safeguarding and prevent duties, including being able to access training and support appropriate to the position they hold. |

**AGREED BY**

**POSTHOLDER: Signed**

**Dated**

**AGREED BY**

**LINE MANAGER: Signed**

**Dated**

**HEAD OF HUMAN RESOURCES: Signed**

**Dated**