**Job Description**

**Housing Options Officer**

**Level 8**

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| **Responsible To:** | **Responsible For:** |
| Senior Housing Options Officer | NA |

**About the job:**

To work with fellow team members and partner agencies to identify housing solutions for customers who are faced with homelessness and to provide timely advice and interventions to secure the best possible outcomes.

**Role:**

* Provide front line housing options advice service focusing on the prevention and relief of homelessness and the delivery of the Council’s statutory duties. Including assessment of needs, agreeing personal housing plans and issuing statutory decisions. The ability to make an immediate assessment of housing needs & decisions regarding the clients, in relation to any crisis, complex issues and chaotic lifestyles
* Participation in the duty rota ensuring that emergency situations are dealt with effectively including carrying out an immediate assessment of need, placement in temporary accommodation where appropriate and the issuing of statutory decision letters.
* Carry out the necessary casework and enquiries in order to assess the legal duties owed to customers in line with legislation. Maintaining thorough and accurate case notes to support decisions made Undertake home visits where appropriate.
* Issuing decision letters which are accurate and legally compliant and responding to challenge and scrutiny from 3rd parties.
* Keep up to date with changes in legislation and government policy on all aspects of housing and homelessness.
* Assist the Senior officer and Manager by maintaining contact with those using and providing emergency accommodation to ensure that use of emergency accommodation is kept to a minimum,
* Working with Select Move partners to ensure that agreed procedures and policies are adhered to, applications are up to date and to liaise with select move partners to resolve any issues that may arise.
* Pro-actively work with private landlords, lettings agents and providers of supported housing to maximise the offer to customers presenting as homeless
* Represent the Council and customers at a variety of multi-agency forums and case conferences with other statutory and voluntary agencies. Liaise with other professionals to agree a package of support to address the unique situation of the customers

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**You will play a key part in our organisational culture:**

* **Customer Focused -** We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service
* **Forward Thinking -** We solve difficult problems by being adaptable, resilient, and innovative
* **Working Together -** We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services
* **Making a Difference -** We make a positive difference for our communities by being helpful and going the extra mile
* **Delivering Quality Services -** We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome

**What the successful candidate will have:**

**Qualifications**

* A full or part qualification in housing or other relevant qualification (Desirable)

**Experience**

* Experience of working with homeless and / or vulnerable customers
* An ability to work on own initiative and make and deliver difficult decisions with a minimum of supervision
* A detailed working knowledge of homelessness legislation, landlord and tenant law and housing rights
* Experience of working in partnership with a range of agencies and an ability to build relationships with other agencies
* Experience of carrying out needs and risk assessments and working with individuals with multiple and complex need
* An understanding of the benefits system and issues relating to specific support needs
* Commitment to Equality and Diversity, Customer Care and the delivery of quality services

**Knowledge**

* An understanding of homelessness and the legislation surrounding homelessness is desirable

**Skills & Abilities**

* Ability to work with various ICT systems, including spreadsheets and databases
* Excellent verbal and written communication skills
* Ability to manage own case work, plan and review workloads and meet deadlines and targets
* An approach which is self-motivated, with the ability to work under pressure and with a minimum of direct supervision
* Ability to work effectively as a member of a team
* Full driving license ability to travel around the borough (Desirable)

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Reviewed by Howard Anthony Date January 2024