

Job Description

Partnerships and Policy Officer (Homelessness)

Level: Level 10

Fixed term 12 months

Responsible To:

Senior Housing Options Officer (Strategic)

Responsible For:

N/A

About the job:

The Partnerships and Policy Officer (Homelessness) is a specialist role within the Housing Options Service, responsible for ensuring the Council fulfils its statutory obligations in relation to homelessness decision making, reviews and enquiries.

The postholder will lead on responses to Freedom of Information requests, homelessness case reviews and statutory appeals under the Housing Act 1996.

In addition, the role will work strategically with partner organisations and referral agencies to strengthen housing pathways, improve referral processes and ensure residents receive the right support at the right time. The postholder will help develop effective partnership arrangements that support prevention activities and ensure referrals into the Housing Options Service are appropriate, timely and aligned with statutory duties. They will also Provide additional oversight on complex housing and homelessness cases.

Role:

- Undertake reviews of homelessness decisions, ensuring compliance with legislation, statutory guidance and relevant case law.
- Support the Housing options Manager where cases progress to court or Judicial Review
- Co-ordinate and prepare responses to Freedom of Information requests, Subject Access Requests and other information requests relating to Housing Options and homelessness services.
- Promote awareness of homelessness services and statutory duties amongst partner organisations.
- Support cross-organisational initiatives aimed at preventing homelessness and reducing housing need.
- Assist the Housing Options Manager and Senior Housing Options Officer by collating information and data to contribute to reports and strategies.

Our Values & Behaviours

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.

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 be flexible, accountable and participate in development activities as required.

Corporate:

- You will carry out your duties and responsibilities in line with council policies.
- You will actively demonstrate excellent customer service both within and outside the organisation
- You will contribute to an inclusive culture of professional improvement and development
- You will be compliant with relevant legislation and ensure others do the same

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 positively promote and represent the Council at all times.
- You will lead by example in demonstrating the Council's values

What the successful candidate will have:

Qualifications

- Degree level qualification or equivalent professional experience in housing, law, public administration or a related discipline.
- Evidence of continuing professional development.
- Chartered Institute of Housing (CIH) qualification. (Desirable)
- Housing Law qualification or specialist homelessness training. (Desirable)

Experience

- Significant experience working within a Housing Options or Homelessness Service.
- Extensive experience applying homelessness legislation and statutory guidance.
- Experience undertaking Section 202 Reviews.
- Experience of investigating and determining complex housing or homelessness cases.
- Experience of preparing detailed written reports, review decisions and formal responses.
- Experience responding to complaints, appeals, Member enquiries or information requests.
- Experience of partnership working with statutory and voluntary sector organisations.
- Experience of analysing information and making evidence-based decisions.

Knowledge

- Detailed knowledge of the Housing Act 1996
- Detailed knowledge of the Homelessness Reduction Act 2017.
- Strong understanding of Homelessness Code of Guidance.
- Knowledge of housing allocations and related housing legislation.
- Understanding of information governance, Freedom of Information legislation and data protection requirements.
- Knowledge of safeguarding responsibilities relating to adults and children.

Skills & Abilities

- Excellent analytical and investigative skills.
- Ability to interpret legislation, case law and guidance and apply them to complex circumstances.
- Exceptional written communication skills, including the ability to draft legally robust decision letters and reports.
- Ability to manage competing priorities and meet statutory deadlines.
- Ability to build and maintain effective relationships with partners and stakeholders.
- Strong presentation and communication skills.
- Ability to influence, challenge and support colleagues constructively.
- High level of attention to detail.
- Ability to use case management and Microsoft Office systems effectively.