Text

Description automatically generated with medium confidence**JOB OUTLINE**

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| **Dept:** Community and Wellbeing | | **Section:** Advice & Community Services | |
| **Post No:** COAC03007 | **Designation:** Housing Advisory Officer | | **Grade:** 9 |

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| **Purpose of Job:**  To provide a comprehensive and proactive homelessness and housing advisory service that is highly customer focused and accessible to all members of the community. |
| **MAIN DUTIIES/RESPONSIBILITIES:**  1. Work proactively with clients presenting a wide range of housing issues to identify and address their problems to prevent or relieve homelessness.  2. To be responsible for ensuring that all contacts with service users are conducted with a customer care centered approach.  3. Provide service users with tailored advice and assistance on all appropriate housing options to either prevent homelessness or support a planned and sustainable move on to alternative accommodation.  4. Identify the support needs of service users and utilize your knowledge and contacts with statutory, non-statutory and voluntary agencies to produce a robust and effective Personalised Housing Plan that reflects this.  5. Responsibility for maintaining comprehensive and accurate case notes.  6. Work proactively with colleagues in other Council Departments, Agencies and Organisations to provide homelessness wherever possible.  7. Work jointly in a planned way with Social Housing providers to prevent homelessness prior to evictions for e.g. rent arrears, or instances of anti-social behaviour.  8. Negotiate with Private Landlords and other housing providers to prevent homelessness and take appropriate action where required.  9. Maintain accurate and up to date knowledge of all housing-related and homelessness legislation and best practice guidance to ensure that the advice and assistance given, and systems and procedures adopted, reflect current legislation and appropriate guidelines.  10.When required, undertake home visits or attend outreach sessions within agreed timescales and ensure written reports are made on all findings, to assist in the prevention of homelessness.  11. Provide detailed guidance and advice to applicants on housing options. Including assisting applicants with registering for housing, making applications through the choice-based lettings scheme and finding private sector housing.  12. Provide guidance to reception and support staff where required with customer enquiries and housing register application.  13. Maintain a working knowledge of the welfare benefit system, for income maximisation purposes.  14. Responsible for completing risk assessments in respect of service users and for communication these appropriately and confidentially to other staff in the service.  15. To represent the Council as appropriate at multi-agency forum and case conferences.  In addition, other duties at the same level of responsibility may be allocated at any time.  NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council’s equality standards. |