

JOB DESCRIPTION

JOB TITLE	Homelessness Prevention and Assessment Officer
GRADE	Band G
REPORTING TO	Supported Housing and Homelessness Team Leader
JD REF	Regulation

PURPOSE

Deliver a professional Housing Options and Homelessness service providing advice, support and guidance to ensure that all clients receive timely interventions and assessments to support them into permanent and settled affordable accommodation.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure that housing advice and assistance is given to all clients with due regard to housing legislation (under the 1996 Housing Act, Homelessness Act 2002 & Children's Act 1989) within the agreed timescales ensuring compliance to the requirements of the legislation.
- Identify problems causing potential homelessness and provide tailored solutions, advice and assistance to facilitate and secure alternative settled accommodation and prevent homelessness.
- Work proactively with relevant Council departments, Floating Support Providers/Partners, Health/Hospital Trust, Private Landlords Family Support Unit, Probation and Registered Providers to ensure that effective support is identified and implemented to prevent homelessness, ensure timely assessments and support clients into settled accommodation.
- Provide advice and assistance to clients with complex needs and signpost to the relevant services and support.
- Keep up to date with all current housing and benefit's legislation to ensure compliance.
- Ensure that Families and individuals are placed appropriately in temporary accommodation that fully meet their needs, ensuring that move on plans are in place and that clients do not exceed legal deadlines.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- NVQ Level 2 or equivalent experience.



Knowledge and Skills:

- Detailed knowledge and understanding of current Homelessness legislation (1996 Homeless Act & Homeless Act 2002) and The Children's Act 1989.
- Knowledge and experience working within a homeless service environment specifically front-line services.
- Ability to investigate and carry out investigations.
- Ability to accurately record statements, findings and compile reports.
- Effective communication skills both verbal and written.

Experience:

- Experience of interviewing and negotiation skills including direct experience of working to prevent homelessness.
- Experience of negotiating effective outcomes with accommodation providers and landlords to prevent homelessness.
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge and Skills:

- Knowledge of the causes and impact of homelessness, prevention techniques and strategies.
- Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation (Adult/ Children).
- Knowledge of review, appeal and complaints processes.
- Confident user of information technology applications to include database input, word-processing, and email.
- Ability to think creatively in finding solutions to preventing homelessness.
- Knowledge of welfare reforms and the impact that it has on potential clients.
- Basic knowledge of the court processes and procedures around eviction and tenancies.
- Knowledge and ability to complete risk assessments.

Experience:

- Experience in working with vulnerable client groups (Safeguarding).
- Experience of training of staff and external partners on.

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

Carrying out home visits when required.

DATE OF APPROVAL: 30/08/2022

APPROVED BY: LISA NEWMAN (HEAD OF HOUSING SERVICES)