

Role Profile

Job Title:	Housing Solutions Officer	Grade: Career graded 7-10	Spinal column point range: Career graded
Department:	Housing	Post no.:	
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Housing Demand Team Manager (Solutions)
Direct Reports:	None
Indirect Reports:	None
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

<p>PURPOSE OF ROLE:</p> <ul style="list-style-type: none"> • To work with homeless customers and supporting agencies. • To successfully prevent and relieve homelessness. • To make statutory decisions in line with the Housing Reduction Act 2018.
<p>KEY ACCOUNTABILITIES:</p> <ul style="list-style-type: none"> • To interview and advise people at risk of homelessness or in housing need. • To prevent homelessness and solve housing problems, by intervention and advice. • To provide realistic information to customers regarding their eligibility for housing assistance from the Council and regarding alternative housing solutions. • To manage the Council's Housing Register and to ensure compliance with the Housing Act 1996, Part VI and the Homelessness Reduction Act 2017.

- To deal with enquiries from housing register applicants and to give advice about rehousing prospects and alternatives.
- To carry out statutory homelessness assessments under the Housing Act 1996, Part VII, as amended and the Homelessness Reduction Act 2017

KEY PERFORMANCE INDICATORS:

- Reducing the number of households in B&B.
- Local indicators:
- Reducing the number of homeless acceptances by use of solutions, preventions and by the robust application of the law.
- Number of bookings into emergency accommodation.
- Number of preventions of homelessness achieved.
- Number of 'relief' of homelessness cases.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Homeless clients
- Accommodation team
- Solicitors and voluntary organisations
- Legal Services
- Ealing Homes
- Social services
- Housing Benefits

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Recommending statutory decisions
- Safeguarding resources and prevention of fraud by robust investigations and assessments

Person Specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

ESSENTIAL EXPERIENCE:

1. Proven experience of interviewing and casework in a housing or related field.
2. Thorough knowledge of the Housing Act 1996, Part VII, as amended and other relevant legislation, and associated case law.
3. Must have experience of working as a member of a team in a busy customer services environment.
4. Ability to fulfil all spoken aspects of the role with confidence through the medium of English.

Grade 7:

1. Able to demonstrate of customer care skills.
2. Ability to deal sympathetically with vulnerable customers.
3. Good written and verbal communication skills, and the ability to learn how to apply these in housing casework.
4. A basic appreciation of wider housing and welfare issues and an ability to learn more about the framework governing homelessness.
5. Ability to take responsibility for identifying and addressing your training needs and taking the initiative to ensure they are met within the traineeship.
6. Excellent organisational and time management skills, with the ability to meet deadlines and deal with competing priorities.
7. Understanding of negotiation skills and the ability to learn how to apply them in housing cases, for example by negotiating with landlords.
8. Understanding of the principles of Equality and Diversity and commitment to acting in accordance with them when dealing with housing customers and casework.

Grade 8:

1. Good understanding of wider housing and homelessness prevention issues.
2. Ability to interview vulnerable clients and clients in difficult circumstances, in a customer-focussed and sympathetic way.
3. Understanding of and commitment to the principles of good customer care.
4. Excellent verbal and written communication skills.
5. Commitment to equality and to valuing diversity.
6. Knowledge of homelessness legislation and understanding of the principles of legislation relating to private sector tenancies.
7. Ability to learn and develop knowledge of Housing Act 1996, Part VII, as amended and landlord and tenant legislation.
8. Good understanding of the Housing Act 1996, Part VI and ability to understand, explain and apply the Council's Allocations Scheme

Grade 9:

1. Thorough knowledge of the Housing Act 1996, Part VII, as amended, the Codes of Guidance and associated case law
2. Knowledge of the provisions of the Rent act 1977, the Protection from Eviction Act

1977, the Landlord and Tenant Acts 1985 & 1987; the Environmental Protection Act 1990; the Housing acts of 1985, 1988, 1996 & 2004

3. Good knowledge of the wider housing policy context and priorities
4. Ability to explain all housing solutions and signpost appropriately to external services
5. Ability to give money and debt advice
6. Ability to write complex decision and advice letters, based on and quoting legislation and case law and giving full reasons for any decisions or advice
7. Ability to explain complex legal matters in language which can be understood by customers
8. Negotiation skills and the ability to use these in a range of situations, including with customers and householders, landlords and legal representatives
9. Ability to communicate effectively and appropriately with people at all levels in the organisation and outside, including members.

Grade 10:

1. Excellent legal knowledge of homelessness and tenancy law, as set out in the first 2 points of Level 2
2. Ability to coach and assist other officers
3. Ability to manage and direct own workload and act on own initiative, within the law
4. Ability to champion service developments and gain commitment and input from colleagues

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION
(e.g. HCPC)**

ESSENTIAL QUALIFICATION (S):

- At least 5 GCSE qualifications or equivalent

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards