

Hart job description and person specification

Job Description

Job title

Housing Solutions Officer

Department

Communities

Grade

G

Salary

SCP 26-29 £34,526 - £37,004

Manager

Kelly Watts

Job summary

Reporting to the Senior Housing Solutions Officer, the post holder will seek to identify people who may be at risk of homelessness at the earliest possible opportunity and work proactively to prevent homelessness wherever possible.

The post holder will provide specialist advice on housing and related matters and will engage residents in asset-based assessments to understand their strengths, talents, ambitions and to identify areas they may require additional support. The role will be case holding and will work with outside partner agencies so that where practicably possible we enable people to receive support to address wider support needs.

Main responsibilities and activities

1. Work with a range of agencies to identify people who may be homeless or at risk of homelessness at the earliest possible opportunity.
2. Work proactively with residents to prevent them becoming homeless.

3. Work proactively to minimise the number of households owed the main duty under the Housing Act 1996, Part 7 (as amended), the number of households in temporary accommodation, and the number of households placed in Bed and Breakfast accommodation (and all other forms of temporary accommodation).
4. To engage with service users to enable them to achieve sustainable solutions and reach their goals.
5. To provide high quality advice to service users with a view to addressing any housing issues that may affect them.
6. Build on strong partnerships, with a view to influencing how services respond to homelessness and related matters locally.
7. To deliver an effective, proactive, and tailored early intervention and prevention service to residents with a primary focus on preventing and tackling homelessness.
8. To support cultural change across organisation, partnerships, and customers.
9. To develop joint working with a range of partner agencies so that holistic support can be provided to residents.
10. To develop and maintain positive working relationships with internal and external customers.
11. To provide specialist support to people regarding housing and welfare benefit related issues including but not exclusively, homelessness and the prevention of homelessness.
12. To apply Council policy, to work with customers to find satisfactory housing solutions, to make decisions on homelessness applications and to provide nominations to Registered Provider properties.
13. To reduce the costs of housing options offered to homeless households or those threatened with homelessness.
14. To implement government initiatives on homelessness.
15. Provide a high-quality service for our residents, staff, managers, and external partners.
16. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
17. To support Hart District Council to prevent homelessness wherever possible and to tackle homelessness quickly and effectively.
- 18.. To develop and agree plans together with customers that focus on enabling the customer to achieve the outcomes that matter to them.
19. To assess the Council's duties to people who are homeless or threatened with homelessness (through homelessness applications and associated investigations)

20. To expedite assessments effectively and efficiently, and to take decisions under relevant legislation (primarily the Housing Act 1996, Part 7 as amended) on behalf of the Council.
21. To arrange temporary accommodation for households who are homeless or about to become homeless.
22. To support the management of temporary accommodation units including ensuring rent is paid by tenants and chasing arrears where necessary.
23. To work proactively to prevent and tackle rough sleeping, including adhering to locally agreed procedures, protocols and policies designed to minimise rough sleeping.
24. To provide signposting support for customers (and partner agencies) regarding appropriate alternative services for people with wider support needs and undertake warm handovers to other agencies.
25. To actively seek alternative accommodation solutions for service users who are homeless or threatened with homelessness.
26. To liaise with landlords (private rented sector and social housing sector) and always portray a positive and professional image of the Council's Housing Services.
27. To promote the benefits of a person-centred approach to supporting people with challenging and/or complex needs.
28. Undertake home visits as and when required.
29. To participate in the Council's Out of Hours Homelessness Emergency Service as may be required by the Housing Solutions Manager and or Team Leader or the Director of Communities.
30. To maintain accurate and timely case recording and ensure relevant data is captured accurately and in a timely way.
31. To contribute to identifying opportunities to up-skill service users to enable them to deliver services.
32. To represent the Council, including at internal and external meetings and meetings out of normal office hours may be required. [It is not envisaged that out of hours attendance at meetings will be required either frequently or regularly, but it may well be necessary at times]
33. To maintain records to provide statistics as required by the Council and in accordance with statutory (or any other) returns.
34. To attend training and development sessions as required and to keep abreast of current housing issues including case law and legislative changes, to ensure that the postholder can meet the requirements of their role.
35. To assist in the development of any new housing initiatives.
36. Promote the **HART Values** by:
 - Being **helpful**

- Being **approachable**
- Being **responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

(For Management Posts) This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification



Job title

Housing Solutions Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to A-level or equivalent	standard 5 GCSEs at grades A-C or equivalent including English and Maths	Application form and certificate

Attributes	Essential	Desirable	Evidence
Experience and knowledge	<p>At least 12 months experience of working in a Homeless Prevention / Housing Options environment.</p> <p>Committed to providing high-quality customer service.</p>	<p>Experience of working in a customer focused environment</p> <p>An understanding of best practice in preventing homelessness</p> <p>An understanding of the general issues affecting the supply of and access to Social Housing</p> <p>Experience of liaison and negotiation with statutory and voluntary sector partner</p> <p>Broad knowledge and awareness of the issues which may impact on the lives of individuals and families and which may impact on the sustainability of accommodation</p>	Application form and interview

Skills and abilities	Excellent communication, negotiation and influencing skills, including written communication skills and listening skills	[Example: Ability to analyse and interpret data]	Application form / Interview
	High degree of organisational skill and ability to set priorities in relation to workload		Application form / Interview
	Ability to construct and maintain comprehensive records		Application form / Interview
	Ability to self-manage, working well using own initiative while also working as part of a wider team		Application form / Interview
	Ability to handle problems and difficult situations calmly and sensitively		Application form / Interview
	Ability to demonstrate empathy and a calm, caring approach		Application form / Interview
	Ability to work with people in a non-judgemental way and to build trusting relationships		Application form / Interview
	Ability to manage a diverse workload and meet deadlines		Application form / Interview
	Ability to develop a strong HART values service culture, building a motivated and engaged team. Ability to construct and		Application form / Interview

Attributes	Essential	Desirable	Evidence
	<p data-bbox="411 197 638 300">maintain comprehensive records</p> <p data-bbox="411 362 727 465">Computer literate and proficient in Microsoft Office software</p> <p data-bbox="411 528 727 672">Ability to make customers feel warm, wanted, welcome and cared for</p> <p data-bbox="411 734 705 949">Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p>		<p data-bbox="1118 380 1351 452">Application form / Interview</p> <p data-bbox="1118 604 1351 676">Application form / Interview</p> <p data-bbox="1118 739 1351 810">Application form / Interview</p>

Attributes	Essential	Desirable	Evidence
	<p>may need to use different approaches to communicate effectively with different people to help aid their understanding.</p> <p>You are a person with strong achievement drive, who demonstrates the highest level of personal credibility, integrity, and reliability.</p> <p>You are committed to professional and personal development.</p> <p>You are able to manage your own time effectively and juggle a variety of competing demands.</p> <p>You are committed to delivering the best possible services for residents, and internal and external customers.</p>		<p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>

Attributes	Essential	Desirable	Evidence
Other working requirements	<p>Access to a car for work purposes</p> <p>Excellent time management skills</p> <p>Must be enthusiastic and well-motivated with imagination and flair.</p> <p>Able to work without close supervision.</p> <p>Availability to work out of normal hours</p>		<p>Application form</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>

Signatures:

Job-holder

Manager