| Role Structure | Role Details |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC6 |
| Location: | Hybrid – Blueschool House & home |
| Responsible to: | Team Lead – Home Point |

# Job Description

# Job Role: Homepoint Advisor, Housing Solutions

## Main purpose of the role

To administer the delivery of Herefordshire’s Choice Based Lettings service to external and internal stakeholders and clients of the Home Point agency, with particular responsibility for the assessment of clients confidential information in line with national legislation and local policy

To administer and ensure the accurate maintenance of Herefordshire Home Point’s Housing Register, enabling high quality housing needs data for reporting purposes – to undertake responsibility for providing accurate data relating to social housing needs within Herefordshire to colleagues who require the information to enable them to complete fully informed reports relating to housing need

To provide assistance to the Housing Solutions team with their housing advice on homelessness prevention and relief. To provide housing advice to households across the county presenting at Home Point, within the context of the Housing Act 1996 and The Homelessness Reduction Act 2017 focusing on the determination of housing need~~s~~, options and legal duties under Parts VI and VII of the Housing Act 1996 and Homelessness Act 2002, HRA 2017. Providing appropriate resolution and/or signposting to ensure appropriate outcomes to meet the customer’s housing needs.

To report directly to the Housing Solutions Team Lead in the absence of the Home Point Lead, identifying any concerns relating to the Home Point Service and determine service improvements for all clients of the CBL and Nominations system, in line with the Home Point ethos of continual service improvement.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To receive and proactively identify referrals to Home Point concerning potential homelessness and refer to the Housing Solutions team for further investigation/intervention | * Daily |
| * To make appropriate signposting referrals to internal and external housing partners where their services or advice is appropriate or necessary in ensuring an enhanced options approach. | * As required |
| * To assist clients, as may be required, with enquiries relating to Home Point, providing professional advice and assistance and ensuring the needs of the applicant are met within the scope of Home Point. | * Daily |
| * Provide nominations to non-partner housing organisations | * As required |
| * Make referrals where appropriate to other agencies, and liaise with Housing Benefit, DWP and Local Welfare colleagues as necessary. | * As required |
| * To update any computer or manual records to enable case, financial and performance management to accurately reflect the needs of the diverse groups requiring social housing in Herefordshire. | * Monthly |
| * To help develop a range of advice and guidance leaflets and information which can assist in the prevention of homelessness and in accessing appropriate housing services via Home Point. | * As required |
| * To represent the Council at housing related meetings, conferences and presentations associated with housing and homelessness as required by the Housing Solutions and Home Point Team Leader. To devise and deliver training, presentations and workshops to the Home Point RP partners on the use of the housing system and homelessness prevention. | * Monthly/quarterly/annually |
| * To provide such guidance and information as may be required by the Customer Services Teams and other partners in supporting an enhanced options approach to housing advice services. | * Daily |
| * Maintain a sound working knowledge of legislation relating to homelessness and housing in general and the relevant codes of guidance. | * As required |
| * Use knowledge of specialist areas in Homelessness and Housing Advice to offer advice and assistance to other statutory and voluntary agencies. | * As required |
| * To oversee the assessment of financial assessments to establish affordability and housing need – verifying the applicant’s ability to sustain a tenancy without placing such financial burden upon them that would result in a loss of accommodation and a potential homeless presentation to the LA. | * Daily |
| * Assessing potential adverts of properties ensuring they meet the terms of S106 of the Housing Act 1996. | * Daily |
| * To maintain and develop the statistics of Home Point. To report the analysis of service trends | * Daily |
| * To ensure all vulnerable applicants are identified and made fully aware of services available to them from both Housing Solutions and Home Point and where necessary make appropriate referrals to support or other agencies within Herefordshire. | * As required |
| * To carry out any other duties commensurate with the role as required by a Manager | * As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * 5 GCSE passes or equivalent | Essential | A |
| * Educated to NVQ level 3 in housing or CIH qualification. | Essential | A |
| * Relevant Housing Law/advice courses | Essential | A |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Experience & Knowledge** | | |
| * General knowledge of the Housing Act 1996 (as amended) and awareness of the five legal tests of homelessness, i.e. eligibility, homeless or threatened with homelessness, priority need, unintentional homelessness and local connection. | Essential | A, I |
| * Awareness of the Localism Act and its impact on Housing provisions | Essential | A, I |
| * Awareness of Homelessness Code of Guidance and of current homelessness case law/high Court rulings. | Essential | A, I |
| * Awareness of key legislation in relation to homelessness and allocations, specifically nationality/immigration law concerning labour migration and asylum matters | Essential | A, I |
| * Experience of working within a Homelessness and Housing Advice or Housing-related organisation. | Essential | A/I |
| * Experience of working with people who have a wide range of sometimes complex needs or disabilities therefore requiring a knowledge of the links between homelessness and issues such as mental health, learning disability, age, leaving care, domestic violence and similar, and of engaging other services in breaking patterns of homelessness. | Essential | A/I |
| * Awareness of the wide range of housing options and services across a range of issues and needs | Desirable | A/I |
| * Awareness of the impact of debt and its links to homelessness. | Desirable | A/I |
| * Knowledge of developments and dynamics in the wider housing market, particularly in relation to matters such as over-crowding, tenancy rights and similar. | Desirable | A/I |
| * Knowledge and experience of how to assess housing needs and homelessness issues, completing personalised housing action plans and of the concept and operation of Choice-Based Lettings schemes | Desirable | A/I |
| * Knowledge and experience of financial appraisal models and related procedures and an understanding of financial management, and experience of providing services that maintain financial stability. | Desirable | A/I |
| * Experience of forming positive relationships with, and liaising with, third parties such as Councillors, solicitors and MPs | Essential | A/I |
| * The ability to respond appropriately in the face of challenging behaviour and in stressful situations. | Essential | A/I |
| * Experience of working on own initiative and as an effective team member. | Essential | A/I |
| * Experience of working with Word/Outlook/Excel and Access. | Essential | A/I |
| * Ability to work under pressure and in circumstances where interruptions may be commonplace | Essential | A/I |
| **Skills and Abilities** | | |
| * Demonstrate the ability to co-ordinate interventions which result in successful outcomes for the public and other agencies | Essential | A, I |
| * Be able to liaise with, negotiate with, and influence a wide range of internal and external networks and individuals | Essential | A, I |
| * Be able to manage a complex workload with minimal direction, delivering objectives within an environment where priorities and pressures change and/or compete on a frequent basis | Essential | A, I |
| * Highly developed ability to analyse housing problems, and to instigate the gathering of information upon which interventions can then be based, particularly in the most complex and challenging cases encountered by the team. | Essential | A, I |
| * Able to work inside legislative frameworks and Council policies and procedures in an accountable and financially effective way | Essential | I |
| * Ability to remain calm and offer advice and support in a working environment where pressures can change very quickly and decisions made are open to legal challenge through the County Court. | Essential | I |
| * Ability to challenge practice amongst other agencies appropriately and to influence behaviour and outcomes across the housing market in a positive and proactive way. | Essential | I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.