

## Job Description

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC05
Location:	Blueschool House/ Hybrid
Responsible to:	Housing Team Manager

**Job Role:** Triage Officer

**Service:** Housing Solutions Team

### Main purpose of the role:

- To be the first point of contact with customers on the telephone and customer service desk
- To triage, carry out initial assessment of needs for customers and determine if a person is likely to be homeless or threatened with homelessness and refer any cases to the relevant team for specialist prevention/relief work

<u>Key Duties and Responsibilities</u>	<u>Frequency of Task</u>
<ul style="list-style-type: none"> <li>• To receive and proactively identify referrals concerning potential homelessness and investigate and implement options to prevent homelessness occurring.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• To take the lead and make initial contact by telephone, letter, e-mail or text and then carry out visits, where necessary, to interview clients and discuss housing options and provide advice and assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• Make referrals where appropriate to other agencies and liaise with Housing Benefit colleagues as necessary to ensure welfare benefit take up is maximised.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>• To update any computer or manual records to enable thorough investigation of cases.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>



<u>Key Duties and Responsibilities</u>	<u>Frequency of Task</u>
<ul style="list-style-type: none"> <li>Keep abreast of up to date legislation, housing market forces and broader accommodation available to ensure that appropriate signposting for the applicant to prevent homelessness.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>Maintain a sound working knowledge of legislation and case law relating to homelessness and housing in general and the relevant codes of guidance.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Provide an effective and efficient experience for customers either via face to face or telephone enquiry service.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Liaise and communicate effectively with other service providers to act in the customers best interests and resolve enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Maintain a thorough working knowledge of the local housing market, including the private sector and suggest responses to any trends that may occur.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Work as a team member in a pressurised environment and also work with internal and external partners</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Ensure relevant letters are sent to applicants in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Identify where referrals to relevant agencies are appropriate and respond immediately</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge on using Microsoft packages and any bespoke packages</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Input data and ensure IT systems are kept up to date and accurate</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Answering phone calls in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



# Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Proficient in using Microsoft packages and bespoke packages</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Knowledge on using Microsoft packages and any bespoke packages</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Excellent time management and customer service skills</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to be satisfied of the Eligibility and Homelessness criteria under the Housing Act 1996 as amended.</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>To triage, carry out initial assessment of needs for customers and determine if a person is likely to be homeless or threatened with homelessness and refer any cases to the relevant team for specialist prevention/relief work.</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>To support customers in the resolution of interactions either directly or through assisted selfserve.</li> </ul>	Essential	A



Requirements	Essential or Desirable	Identified by
<ul style="list-style-type: none"> <li>Proactively develop and maintain relationships with service specialists to ensure that the service delivered to customers is seamless across Council functions and departments.</li> </ul>	Essential	A – Application I – Interview A
<ul style="list-style-type: none"> <li>Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.</li> </ul>	Essential	A

### **Key relationships/functional links with:**

Internal: Legal Services, Revenues and Benefits, Customer Services/Info in Herefordshire, Community Wellbeing, Children's Services, Environmental Services, Homepoint, Outreach team

External: Housing-related Support Services and Accommodation-Based Services, CAB, Estate Agents, Private Sector Landlords and Letting Agencies, Voluntary and Community Sector Organisations, Financial Institutions including Banks and Building Societies, Police, Credit Unions, Wye Valley Trust, Probation, Hospital, Drug & Alcohol services, DWP, Job Centre.



1. The post holder will be required to comply with the organisation's policies and procedures, and to undertake all mandatory training as required.
2. Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.
3. All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.
4. This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.
5. Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.
6. In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.
7. Hybrid working, minimum of 2/3 days in the officer.
8. The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

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.

