| Role Structure | Role Details  |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC7 |
| Location: | Hybrid Blueschool House and Home |
| Responsible to: | The Housing Solutions Team Lead |

# Job Description

# Job Role: Homeless Prevention Officer

**Service Housing Solutions**

## Main purpose of the role

To provide an effective homelessness prevention service on behalf of the Council offering a full range of

housing advice and housing options both in the private and public sector in line with the requirements of

the Homelessness Reduction Act 2017. To ensure that the Councils’ responsibilities to pro-actively

prevent and relieve homelessness are effective and meet best practice, working with stakeholders to

identify those threatened with homelessness at an early stage.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To work with customers referred by the Housing Solutions Team and the Early Prevention Officer who are homeless or threatened with homelessness within 56 days. To seek solutions and to ensure homelessness issues are understood more widely with the aim of preventing the number of people who become homeless in Herefordshire.
 | * Daily
 |
| * To be innovative and support the use and further development of the Council’s homeless prevention tools.
 | * As required
 |
| * To have a good understanding of the benefits system and funding opportunities that are available to assist in the prevention of homelessness.
 | * As required
 |
| * To provide expert advice and assistance to people with housing problems, particularly those living in the private rented sector, and take action to prevent homelessness. The post holder will also be responsible for promoting greater understanding of the rights and obligations of tenants and landlords in the private rented sector and for increasing the knowledge of housing options and resources in the community.
 | * As required
 |
| * To investigate and take steps to resolve landlord/tenants disputes, seeking to negotiate and conciliate wherever possible and ensuring that all relevant parties are aware of their rights, responsibilities and remedies.
 | * Ongoing
 |
| * To work closely with the Private Sector Accommodation Officer who has local knowledge of the private rented sector and can facilitate and support in the lettings process.
 | * As required
 |
| * Have a thorough understanding of the Council’s Allocation Policy and support customers to register with Home Point (choice based

lettings ) and bid on available properties. | * As required
 |
| * Take responsibility together with the Housing Solutions Officers, for ensuring that the Council’s statutory duties under Part VII of the Housing Act 1996 are effectively discharged.
 | * Ongoing
 |
| * To liaise effectively with external agencies including landlords, solicitors and benefit agencies.
 | * As required
 |
| * To undertake ongoing professional development and actively participate in training sessions to keep abreast of changes in legislation and legal procedures relating to homelessness, and housing matters generally, and to disseminate this information within the team.
 | * As required
 |
| * To liaise with representatives of other local statutory voluntary and commercial organisation’s to achieve maximum support and co-operation and to represent the Council at meetings of voluntary organisation’s as requested.
 | * Ongoing
 |
| * To attend training and development opportunities to ensure knowledge and skills are maintained and are current.
 | * As required
 |
| * To record and report safeguarding concerns in line with the Council’s statutory duties and in line with policy and procedures.
 | * Ongoing
 |
| * To ensure confidentiality and data protection in line with current legislation and established procedures.
 | * Ongoing
 |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by****A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** |
| * 5 GCSE passes or equivalent including Mathematics and English
 | Essential | Application |
| * Educated to NVQ level 3 in housing or equivalent
 | Desirable | Application |
| * Relevant Housing Law/advice courses
 | Desirable | Interview |
| * Full and current UK driving licence and access to a vehicle
 | Essential | Application |
| **Experience & Knowledge** |
| * At least two years’ experience of working within a Housing Advice or Housing - related organization
 | Desirable | Application/Interview |
| * Knowledge of housing law relating to tenancies
 | Desirable | Application/Interview |
| * An understanding of housing options available to clients facing homelessness.
 | Desirable | Application/Interview |
| * Experience of working with vulnerable people who may have a wide range of complex needs.
 | Desirable | Application/Interview |
| * Experience of working in partnership with statutory and/or non - statutory agencies.
 | Desirable | Application/Interview |
| * Experience of working on own initiative and as an effective team member.
 | Essential | Interview |
| * Experience of working with systems e.g. Word/Outlook
 | Essential | Application |
| * Excellent communication and inter-personal skills
 | Essential | Application/Interview |
| * Experience of working with customers in 1-1 situations.
 | Essential | Interview |
| * Ability to manage a complex workload where priorities and pressures change and/or compete on a frequent basis.
 | Essential | Interview |
| * Ability to work inside legislative frameworks and Council policies and procedures in an accountable and financially effective way.
 | Essential | Application/Interview |
| * Ability to remain calm and offer advice and support in a working environment where pressures can change
 | Essential | Interview |

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.