# Job description

## Job title: Housing Options and Prevention Officer

**Post No: 016CN**

**Grade: 8**

**Directorate: Housing and Communities**

**Reports to: Strategic Lead for Supporting Communities**

### Purpose of the job

This is a specialist role which will be mainly focused on the prevention and relief of homelessness.

To provide a customer focussed service to meet the housing needs of customers who are homeless or threatened with homelessness. This role will primarily be a case officer for persons approaching Melton Borough Council (MBC) at risk of homelessness and be responsible for ensuring the council adheres to its duties under the Homeless Reduction Act 2017.

The post is critical to the provision of services to vulnerable customers who approach the council for assistance and must meet the council's requirements in line with the Children's Act, the Care Act and all relevant housing legislation including the Homelessness Reduction Act 2017 and The Domestic Abuse Act 2021.

## Main areas of responsibility

- Direct contact including face to face with customers to provide proactive housing advice, assistance, and support to prevent/relieve homelessness.

- Specialist/technical point of contact for customers

- Triage of customer needs and provide proactive housing solutions whilst managing expectations

- To write and issue statutory, decision and outcome of casework letters as required.

- Provide proactive and comprehensive advice, assistance and support to customers to ensure they are supported and receive the help they require to prevent/relieve homelessness at the earliest opportunity and that they are able to access a range of options

- Provide end to end case management support

- Maximise access to external funding to support homeless prevention efforts

- To comply with current relevant legislation, policies, procedures and performance measures.

- To assist the strategic lead in developing and promoting a full range of information for customers to support homelessness prevention and awareness

- Carry out appropriate safeguarding risk assessments including DASH, Anti-Social Behaviour (ASB) and Early Help and ensure necessary escalation routes are adhered to.

- To work with external partners to ensure effective referral pathways are in place to maximise homeless prevention efforts.

- Represent the council at case conference meetings relevant to a case within the postholders caseload.

- To ensure all information is recorded appropriately on the correct systems to ensure date reporting and performance figures are accurate

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

# Person specification

## Job specific skills

You are a customer-focussed, proactive, team player with excellent communication skills, capable of delivering complex technical information to a wide range of stakeholders and customers in a clear and unambiguous manner.

Can manage a complex caseload and prioritise work effectively to deliver the required outcomes.

You will have developed professional skills to make formal homeless decisions whilst sharing and promoting good practice across the housing options team to maintain a consistent level of service.

You will have a thorough knowledge of relevant legislation including Part VI and Part VII Housing Act 1996, The Homelessness Act 2002, The Homeless Reduction Act 2017 and The Domestic Abuse Act 2021.

You will have comprehensive experience of dealing with hard to engage customers and understanding the issues faced with the client group such as rough sleeping, domestic abuse and drug and alcohol abuse.

You will be able to demonstrate a track record of delivering positive outcomes for the client group whilst being aware of the budgetary position.

## IT and Communication Skills

You will be familiar and competent with the full suite of Microsoft Office applications, including MS Word, Excel, and Power Point.

Experience of dealing with a diverse range of customers, including handling difficult and challenging enquiries

You will have comprehensive knowledge of using housing software and using recorded information to produce specific reports

## Policies and procedures

Knowledge and understanding of how to identify safeguarding concerns and other issues including ASB and tenancy management issues.

Knowledge and understanding of enforcement procedures related to stays in temporary accommodation.

## Personal Motivation

Experience of working within a pressurised environment requiring a high standard of service delivery within tight timescales.

Flexible attitude and able to work under pressure.  Ability to take initiative and work autonomously within the boundaries of the role.

Self driven and results orientated with a positive outlook and clear focus on service improvements and customer excellence.

## Qualifications

You will be educated to A level or equivalent or be capable of demonstrating equivalent industry experience and hold a relevant professional qualification or is following a course of study leading to the above.

Have access to a vehicle and hold a full UK driving licence.