

JOB DESCRIPTION



Housing Options Officer – Early Intervention (Post 2402)

Service Area

Housing Options

Manager / Team Leader

Housing Options Customer Services Team Leader

Direct reports

N/A

Total Managed

N/A

Purpose of the Role

Delivery of a local comprehensive housing options service providing information and assistance to clients to enable greater access to housing across all tenures. To assist clients in maintaining independent living in the most suitable accommodation available to them and preventing homelessness where possible.

Targeted prevention work using the Housing Register, working with Private landlords and Estate Agents to identify singles and couples that are currently a) sofa surfing b) have no fixed address c) living with family/ friends d) private rented and are at risk of being made homeless with the main purpose to prevent rough sleeping across the district of North Norfolk.

Key Result Areas

1. To assist the Customer Services Housing Options Manager to develop a comprehensive Housing Options Service
2. To deliver a comprehensive Housing Options service through the provision of information and assistances to clients to enable greater access to suitable housing across all tenures with a particular emphasis on sustaining independent living and homelessness prevention.
3. Assess clients' needs that do not fall under the remit of the housing options service to appropriately signpost to other agencies and services. Assist in maintaining the high profile of the service through attendance at meetings with partner agencies, forums, and networking opportunities as appropriate.
4. To receive, assess and verify applications for the Your Choice Your Home register, to include identification of applicants who would benefit from additional housing options information and assistance, undertaking home visits where necessary. Provide information to applicants enabling them to determine how long they are likely to have to wait for an offer of social housing through Register.

5. Assist in the development and implementation of alternative systems of allocating affordable housing.
6. Develop and maintain good working relationships with private landlords in the district through regular liaison and operation of relevant schemes including rent/deposit guarantee scheme, private leased scheme and direct lettings scheme with a view to increasing access to this sector for vulnerable households.
7. Targeted up front prevention with main focus on singles/couples that are sofa surfing/No Fixed Address/living in shared accommodation or are at risk of losing their home to prevent them from rough sleeping across the district of North Norfolk.
8. Identify clients with low/medium support needs that are at risk of homelessness and can be referred to SHPS (Single Homeless Prevention Service)
- 9 Identify clients who would benefit from support to secure and sustain independent living or from supported housing and make appropriate referrals to available services
10. Receive, assess and verify homelessness applications making recommendations to the Housing Options Manager as appropriate, taking into consideration the Homelessness legislation, the Homelessness and Allocations Code of Guidance and relevant case law
11. Make provision for homeless households requiring temporary accommodation and effectively manage this accommodation through minimising void levels and maximising rental income.
12. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
13. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Housing Options Officer – Early Intervention (Post 2402)				
		Essential	Desirable	How Identified
Experience / Knowledge	Experience of working within a housing needs / housing options / homelessness prevention / assessment role within a local authority housing department or equivalent	✓		App Form* / Interview
	Knowledge of options / interventions for homelessness prevention. Knowledge of the homelessness legislation and related codes of guidance and case law	✓		App Form* / Interview
	Experience of working in partnership with other statutory and voluntary organisations	✓		App Form* / Interview
	Experience of Strategy and Policy development and development of initiatives for the prevention of homelessness		✓	App Form* / Interview
	A good working knowledge of the districts housing market including private rented & welfare benefits	✓		App Form* / Interview
Qualifications	Educated to GCSE level or equivalent	✓		Application Form*
	Corporate Membership of the Chartered Institute of Housing or equivalent professional membership	✓		Application Form*
	Full Driving licence	✓		Application Form*
Training	Have undertaken recent training in housing law updates	✓		Application Form*
Skills	Good interpersonal and communication - oral and written (reports/letters/notices/records)	✓		App Form* / Interview
	Negotiation, understanding complex information	✓		Interview
	Good keyboard and a basic level understanding on information technology office based software	✓		App Form* / Interview

		Essential	Desirable	How Identified
Aptitude and Disposition	Able to manage and organise their workload including a range of competing and complex priorities	✓		Interview
	'Has a can do attitude'	✓		Interview
	Assertive	✓		Interview
	Enthusiastic and self-motivated	✓		Interview

* In order to assess this from the application form, we require you to provide an example.