Job Description and Person Specification

Housing Options Assistant

Job Details	
Grade	4
Service	Housing & Homelessness
Location	One Friargate
Job Evaluation Code	

Coventry City Council Values

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Coventry City Council

To be the first point of contact for the customers that approach the Homelessness service and undertake a needs assessment to determine the required level of intervention. To ensure that applicants' housing and support needs are assessed and met in accordance with the Council's statutory duties and its policies, performance standards and procedures.

To provide information, support, advice and assistance to all customers who contact the service
To gather information from customers to support decision making within the Housing & Homelessness service in the delivery of its statutory requirements and to maximise opportunities for prevention and early intervention of homelessness, co-ordinating support dependent on customer need.

Performing a range of tasks in order to assess and evaluate customers' needs, including but not limited to:

- Customer enquiries through face to face, telephone or emails
- Referrals under Duty to Refer
- Managing appointments for homelessness assessments
- Conducting initial conversations and assessments with customers to ensure they receive the correct assistance to prevent/relieve their homelessness

Key Responsibilities and Accountabilities
Being the first point of contact for the customers that approach the Homelessness service and actively listen to them.
Establishing an overview of the customer's needs including any support that they may need in order to resolve their situation.
Working in partnership across the public sector and the voluntary and community sector in order to signpost customers effectively.
Keeping accurate records of all cases using the IT infrastructure and procedures provided.
Engaging positively with customers where appropriate to facilitate the best outcome possible, acknowledging organisational constraints where they exist.
Engaging where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking.
Supporting in the implementation of strategies to enable organisational change.
Complying with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
Delivering training to colleagues where necessary.
Ensuring that customers receive a high quality, professional service that meets their needs and strives for the empowerment of the customer.
Ensuring accurate data entry for information that is reported to the Ministry of Housing, Communities and Local Government.
Keeping updated with any relevant legislation, in particular homelessness legislation.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Registered Housing Providers, Partner Organisations and a range of external stakeholders.	Internal:	Inter-departmental colleagues across Coventry City Council such as Housing Enforcement and Social Care

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge of Housing and Homelessness Services and Legislation is desirable but not essential
Knowledge	Knowledge of prevention services and tools available to assist people in housing need is desirable but not essential
Skills And Ability	Excellent interpersonal skills with the ability to be empathetic and understanding in challenging situations
Skills And Ability	Written skills to write concise and accurate case notes, detailed decision letters and any other correspondence
Skills And Ability	Excellent communication skills and the ability to adapt your style to communicate with a wide variety of audiences (e.g. customers; housing providers; support agencies) using a variety of resources
Skills And Ability	Ability to work in a pressurised and fast paced environment being flexible to meet the changing requirements of the service
Skills And Ability	Problem solving and to be able to analyse and act on information provided.
Skills And Ability	Excellent organisational and administrative skills to be able to plan, prioritise and organise workload and meet deadlines when working under pressure.
Skills And Ability	Excellent skills and abilities in team working, working with other colleagues and partner organisations whilst having the ability to work independently where required.

Skills And Ability	Excellent ICT skills in using standard software provided (word; excel; office etc.) and skills in inputting and retrieving data accurately to multiple line of business ICT systems.
Skills And Ability	The ability to build a rapport with service users and colleagues whilst promoting the One Coventry approach
Experience	Experience of using a range of communication methods including, phone, letter, face to face and email is essential
Experience	Experience of working with customers with housing needs is desirable
Experience	Experience of working in teams is essential
Experience	Experience of working with vulnerable groups is desirable

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check ☐	Standard Check ☐	Enhanced Check ☐	Enhanced + barred list check ☐

Declaration			
Reviewed/Created By:			
Job Title:		Date:	