

# Job Description and Person Specification

Role: Housing Options Officer



# Job Description

<b>Job Title</b>	Housing Options Officer
<b>Grade</b>	5
<b>Service</b>	Housing and homelessness
<b>Reports to</b>	Housing and Homelessness Manager
<b>Location</b>	Citywide
<b>Job Evaluation Code</b>	A5921



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our 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:



## About the Service your team will provide

### Purpose of the role

To receive and investigate applications from people who are homeless or threatened with homelessness, ensuring 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 work positively to prevent or relieve homelessness at an early stage by providing information, support, advice and assistance to customers across all housing tenures.

Develop and maintain lasting relationships with all partners including the councils Voluntary and Community Sector organisations and private landlords in Coventry in order to identify suitable service, support and housing for the customer.

## Main Duties & Key Accountabilities

### Core Knowledge

- To be the first point of contact for the customers that approach the Homelessness service and actively listen to them.
- To conduct detailed enquiries and investigations to establish whether duties are owed to applicants and notify them of any decisions made in writing
- To conduct an accurate assessment of the customer's needs, including what accommodation will be suitable for them, any support that they may need to resolve their situation and any other relevant factors
- Create tailored Personal Housing plans and to encourage customers to take all necessary steps to prevent or relieve homelessness.
- To effectively and proactively manage a varied caseload in line with legislative timescales and framework.
- To take all necessary steps to prevent and/or relieve homelessness, including liaising with landlords, families and others, and by applying mediation and negotiation techniques wherever appropriate.
- To work in an enhanced partnership way across the public sector, the voluntary and community sector and with landlords to offer housing options and the most relevant support for the customer.
- To effectively manage your own diary, arranging appointments to maximise your productivity.
- To keep accurate records of all cases using the IT infrastructure and procedures provided.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- To deliver training to colleagues and/or partnership agencies about the service and to be an ambassador for the service.
- To ensure that customers receive a high quality, professional service that meets their needs and strives for the empowerment of the customer.

- Contribute to the future development of the service, in particular developing new prevention initiatives and continually improving the way of working
- Represent the service at meetings with internal and external organisations
- To monitor the progress of individual cases in your workload in accordance with the Personal Housing Plan and agreed timescales
- To ensure accurate data entry for information that is reported to the Department of Levelling Up, Housing and Communities
- To keep updated with housing legislation, in particular homelessness legislation.
- Assist in the development of housing options, partnership working and procedures with the Housing and Homelessness Managers
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External – not limited to</b> Landlords Housing providers Probation Family Members Police Support Providers	<b>Internal- not limited to</b> Social services Housing Enforcement Customer Services
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## 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.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

**Staff managed by postholder: N/A**

## Person specification

<b>Job Evaluation Code</b>	A5921
<b>Knowledge</b>	
Knowledge of Housing and Homelessness Services and Legislation is desirable but not essential	
Knowledge of prevention services and tools available to assist people in housing need is desirable but not essential	
<b>Skills and Abilities</b>	
Excellent interpersonal skills with the ability to be empathetic and understanding in challenging situations	
Written skills to write concise and accurate case notes, detailed decision letters and any other correspondence	
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	
Ability to conduct thorough assessments by listening, observing and questioning in order to obtain the relevant information and make robust decisions in line with homelessness legislation	
Negotiation and advocacy skills to achieve appropriate case outcomes involving customers, landlords, colleagues and other agencies; with the aim of resolving disputes or acceptances of available resources	
Mediation and reconciliation skills in resolving issues between customers, landlords and other agencies and have the ability to manage expectations effectively	
Ability to work in a pressurised and fast paced environment being flexible to meet the changing requirements of the service	
Problem solving, investigative and analytical skills to be able to analyse and act on information provided	
Excellent organisational and administrative skills to be able to plan, prioritise and organise workload and meet deadlines when working under pressure.	
Adaptable and flexible to individual customer needs – able to tailor solutions to solve problems and break down barriers	
Excellent skills and abilities in team working, working with other colleagues and partner organisations whilst having the ability to work independently where required.	
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.	
The ability to travel around the City	
The ability to build a rapport with service users and colleagues whilst promoting the One Coventry approach	

<b>Experience</b>
Experience of working with the public in a face-to-face environment in complex situations is essential
Experience of using a range of communication methods including, phone, letter, face to face and email is essential
Experience of working with customers with housing needs is desirable
Experience of working in teams is essential
Experience of working with vulnerable groups is desirable
<b>Qualifications</b>
Evidence of continuous personal development
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	February 2023	<b>Date Reviewed</b>	February 2024
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