

## Job Description and Person Specification

### Housing Liaison Officer

Job Details	
Grade	5
Service	Through Care, Children's Services
Location	Floor 4, One Friargate
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
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At all times, to promote and safeguard the welfare of children who live or access services in, or who are looked after by, Coventry City Council.

Working as part of a children in care and care leaving service with social workers and professionals to deliver a high quality and effective service. To ensure permanent property options are secured for care leavers within a specified timescale in accordance with care plan.

The role would require close liaison and support to personal advisors (PA) within leaving care; liaison with the Commissioning Team in relation to Supported Accommodation provision; liaison with the Housing Options Team and the Housing Strategy Team as necessary to secure accommodation for care leavers and input into the development of local Housing Policy in relation to care leavers; liaison with care leavers to ensure they are actively bidding for social housing and support where necessary.

To work within the framework of legislation, departmental policies and procedures.

To work within the budgetary and resource constraints applicable

Key Responsibilities and Accountabilities
Liaising with the Housing Options Team to track progress of “former relevant” care leavers who are securing their own tenancy to ensure there is no drift.
Ensure all Homefinder eligibility for care leavers is backdated, and support Housing Options to complete registration and change bandings on home finder as appropriate.
Supporting care leavers to ensure that the correct documents including ID are in place / sourced in a timely way to ensure home finder registration at the correct banding in line with care plan timescales.
Pro-actively supporting care leavers directly and through PAs to ensure they access benefits that they are entitled to as soon after their 18th birthday as possible
Contributing to local housing and homelessness policy in relation to care leavers to ensure that the Local Authority has fulfilled its corporate parenting duties.
Providing support to the PA service in providing training and advice to care leavers in relation to their responsibilities (e.g. bidding for properties, avoiding future homelessness - understanding importance of paying rent and abiding by tenancy agreement)
Understand the implications of the Social Care act on our duty to care leavers in relation to housing-related issues, and consider further support we can put in place to help care leavers maintain their tenancy
Contributing to plans in relation to homelessness prevention to ensure care leavers are known and understood within the wider homelessness cohort.
Maintaining an overview of young people who are likely to remain in supported accommodation for a longer time period due to level of need. Support social workers and PA in identifying necessary training and support to enable move on to independence at the earliest, most appropriate opportunity.
Develop a detailed understanding of the work undertaken by the Choice Based Lettings Team; Prevention Team; Homeless Assessment Team and Private Sector Accommodation Team in order to assist customer in the most appropriate way.
Assisting with the collation, monitoring and reporting of statistical information for the purposes of performance management, returns to Central Government and information for other agencies including those internal to the organisation as appropriate.
Working in collaboration with the whole Housing Options Team and the overall Public Safety and Housing Service to provide a cohesive and inclusive service for customers.
Taking direction from the Operational Lead with regard to responding flexibly in work load management in order that the demands of the service can be addressed easily with movement of role across the team functions.

Maintaining detailed knowledge of all relevant legislation, statutory guidance and case law relating to housing, issues concerned with housing, and corporate parenting responsibility. Apply this knowledge to the duties in this post.

Attend Training courses as required

Any other duties and responsibilities within the range of the salary grade.

### Key Relationships

External:

- Supported accommodation providers
- Young people who are Care Leavers

Internal:

- Personal Advisors / Social Workers
- Housing Teams within CCC

### 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 Act 1996, Homelessness Act 2002 and other related legislation/ Government Guidance relating to housing need.

Knowledge

Knowledge of policy guidance on the provision of choice based lettings services and Government guidance regarding priority need groups

Knowledge	A working knowledge of the range of issues that care leavers might expect to face as they make their transition to adulthood and the legal framework affecting care leavers (in particular the 1989 Act and Children (Leaving Care) Act 2000 and related Regulations e.g. Vol. 3 planning transition to adulthood)
Knowledge	Equal opportunities policies and how to provide services that are sensitive and relevant to all service users
Skills And Ability	Written skills to write concise and accurate case notes, reports and correspondence
Skills And Ability	Communication skills to communicate with a wide variety of audiences (e.g. care leavers; housing providers; support agencies) using a variety of resources
Skills And Ability	Problem solving, investigative and analytical skills to be able to analyse and act on information provided
Skills And Ability	Influencing and organisational skills – the ability to get the required information from looked after children and Care leavers in a timely fashion
Skills And Ability	Organisational and administrative skills to be able to plan, prioritise and organise workload and meet deadlines when working under pressure
Skills And Ability	The ability to work flexibly across all functions of the service, where demand dictates
Skills And Ability	Excellent skills and abilities in team working and working with other colleagues and partner organisations
Skills And Ability	Able to form positive working relationships with other agencies and professional supporting young people.
Skills And Ability	Presentational and training skills
Skills And Ability	The ability to travel around the city
Experience	Of working successfully with young people who are in care, or have a care history who may present with a range of needs and may participate in risk taking behaviours.
Experience	Experience of working with customers with housing needs
Experience	Experience of working in teams
Special Requirements	This post is exempt from the provisions of 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)
Special Requirements	Some evening and weekend work may be required

Disclosure and Barring Service (DBS)			
Does the role require a DBS check?			
<a href="#">Find out which DBS check is right for your employee - GOV.UK</a>			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input checked="" type="checkbox"/>

Declaration			
Reviewed/Created By:	Fiona McCann		
Job Title:	Leaving Care Team Manager	Date:	January 2026