Coventry City Council

Job Description and Person Specification

Housing Options Officer

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A5921

About Coventry City Council

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

The purpose of the Housing Options Officer role is to provide expert advice, assessments, and solution focussed interventions for residents experiencing housing difficulties. This includes assessing housing needs, offering tailored guidance and making statutory decisions on homelessness applications. The role involves working collaboratively with stakeholders to prevent homelessness and improve access to suitable housing options. Through effective communication and case management, the Housing Options Officer acts to prevent or relieve homelessness at the earliest opportunity for residents.

Main Duties & Key Accountabilities

Providing advice and guidance to individuals on housing options and available support services to address their housing needs.

Conducting thorough enquiries and investigations to determine if housing duties are owed to applicants and informing them of decisions through written communication.
Conducting a precise evaluation of the customer's requirements, accommodation needs, necessary support, and other pertinent considerations to address their housing need.
Developing customised Personal Housing plans while motivating customers to undertake essential actions to prevent or resolve risk of homelessness effectively.
Managing a diverse caseload efficiently while adhering to established legislative time requirements.
Taking all required steps to prevent homelessness, including collaborating with landlords, relatives, and others, while employing mediation and conciliation methods where appropriate.
Working collaboratively across the public sector, voluntary organisations, community groups, and landlords to provide housing solutions and appropriate support tailored to customer needs.
Maintaining accurate records of all cases by utilising the provided IT infrastructure and adhering to established procedures and legislation.
Delivering training sessions to colleagues or partner organisations about the service while acting as a representative and advocate.
Ensuring customers receive high-quality, empathetic, and engaging support that meets their needs and helps them find effective solutions to their housing problem
Ensuring precise data recording, to ensure accurate information is submitted to the Ministry of Housing, Communities and Local Government.
Performing additional tasks and responsibilities that fall within the scope of the assigned salary grade.

Key Relationships	
External:	Voluntary and Community Sector organisations, Private landlords, Social and supported housing providers.
Internal:	Housing and Homelessness related services, Social Care, Early Help teams, Council Licencing and Enforcement Teams.

Standard Information
Post holders will be accountable for ● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &

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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 undertaking 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
This role does not hold line management responsibility.

Person Specification

Requirements	
Knowledge	Knowledge of housing and homelessness legislation, alongside awareness of prevention services and tools for supporting individuals in housing need, can be advantageous.
Skills And Ability	Outstanding interpersonal abilities with the ability to maintain empathy and understanding during complex or demanding circumstances.
	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)
	Ability to conduct interviews and assessments by listening, observing and questioning in order to obtain the relevant information to make decisions
	Skilled in negotiation with the ability to communicate with a range of stakeholders to negotiate a positive outcome and prevent homelessness
	Problem solving and using investigative skills in a fast paced and high-pressure environment
	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
	Proficient ICT abilities in utilising standard software packages (Word, Excel, Office) and accurately inputting and retrieving data across various business ICT systems
Special Requirements	The ability to travel to different areas of the City to provided services to residents where required.
Experience	Experience engaging directly with the public face-to-face, supporting individuals in difficult situations.
	Experience of using a range of communication methods including, phone, letter, face to face and email to effectively communicate with clients
Qualification	Evidence of continuous personal development