



Job Title:	Housing Solutions Officer	Job Number:	Y5172D
Services:	Customer Services	Grade:	5
Location:	City-wide		

Job Purpose:

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 homelessness and reduce harm at an early stage by providing information, 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.

To increase housing options for priority groups who are homeless or at risk of becoming homeless.

To focus activity on working with the customer to encourage them to achieve the prevention or avoidance of homelessness and wider positive outcomes in terms of their housing, health and wellbeing.

Main Duties and Responsibilities:

- To be the first point of contact for the customers that approach the Homelessness service and actively listen to them.
- To conduct an accurate assessment of the customer's needs, the outcome of which is effectively communicated to them and is laid out in the Personal Housing plan and to encourage the customer to take all necessary steps to prevent homelessness occurring where possible.
- To take all necessary steps to prevent homelessness occurring where possible, including liaising with landlords, families and others, and by applying mediation and conciliation techniques wherever appropriate.
- To investigate and make legal decisions if we owe people a main housing duty under the legal framework



- Manage a budget (of up to £500 per customers) and make financial decisions for the benefit of preventing homelessness within set guidelines. Record financial awards for audit purposes and keep accurate records for audit purposes.
- To work in an enhanced partnership way across the public sector, the voluntary and community sector and with landlords to offer housing options, housing options, housing solutions and the most relevant support for the customer.
- To effectively manage your own diary, arranging appointments to maximise your productivity. Arranging appointments to take place in the most effective place for customers which may include their own home.
- 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 partnership agencies about the service and to be an ambassador for the service.
- To ensure that customers receive a high quality professional service that is empathetic, 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 assist with the data collection of the service and assist with the returns to Department for Communities and Local Government.
- To train colleagues within the service as required
- To prepare and maintain information relating to the service
- To keep updated with housing legislation, in particular homelessness legislation.
- Assist in the development of housing options, partnership working and procedures with the Manager

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

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	N/A	Responsible to:	Senior Housing Officer
Date Reviewed:		Updated:	November 2020



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Person Specification

Job Title:	Housing Solutions Officer	Job Number:	Y5172D
Services:	Customer Services	Grade:	5
Location:			

Area	Description
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Knowledge:	<ul style="list-style-type: none"> Detailed knowledge of Housing and Homelessness legislation
	<ul style="list-style-type: none"> Knowledge of prevention services and tools available to assist people in housing need.
	<ul style="list-style-type: none"> Knowledge of Private Rented resources and how these can be accessed

Skills and Abilities:	<ul style="list-style-type: none"> Written skills to write concise and accurate case notes, reports and correspondence
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Mediation and conciliation skills in resolving issues between customers. Landlords and other agencies.
	<ul style="list-style-type: none"> Problem solving, investigative and analytical skills to be able to analyse and act on information provided
	<ul style="list-style-type: none"> Organisational and administrative skills to be able to plan, prioritise and organise workload and meet deadlines when working under pressure.
	<ul style="list-style-type: none"> Interviewing skills including observation, questioning, listening and recording information from customers accurately to achieve assessment of customer need.
	<ul style="list-style-type: none"> Adaptable and flexible to individual customer needs – able to tailor solutions to solve problems and break down barriers
	<ul style="list-style-type: none"> Excellent skills and abilities in team working and working with other colleagues and partner organisations
	<ul style="list-style-type: none"> ICT skills in using standard software provided (word; excel; office etc.) and skills in inputting and retrieving data accurately to the teams ICT systems.
	<ul style="list-style-type: none"> The ability to travel around the city – Full clean driving Licence is essential

Experience:	<ul style="list-style-type: none"> Experience of working in an advisory and assessment capacity with the public
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	• Experience of working with customers with housing needs
	• Experience of working in teams
	• Experience of working with vulnerable groups is desirable

Educational:	• Level 3 qualification in 'Advice, advocacy or guidance' is desirable although not essential.

Special Requirements:	
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Date Reviewed:		Updated:	November 2020
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