

Role Title	Housing Options & Assessment Officer (career grade)
Job Family	Resident Services
Competency Level	Trainee/Officer
Pay Scale	Scale 6/P01 Career Grade
Scale 6	Post holder able to carry out basic duties of the post but requiring training, supervision and/or experience to progress.
SO1 – progress at 6 months	Post holder able to carry out most duties of the post, but some requiring additional training, supervision and/or experience on some aspects of the role.
SO2 – progress at 2 years	Post holder able to carry out full duties of the post with minimal supervision. Progression to ‘Options & Assessment Officer’
S02-P01	Progression will be in line with the Council’s general principle through the spinal columns as appropriate.
Purpose	
<p>Deliver high quality and collaborative assessments of the housing requirements and options of people in housing need under the Homeless Reduction Act 2018 to:</p> <ul style="list-style-type: none"> • Understand the abilities and the complex, multiple needs of individuals/households. • Motivate and empower individuals to find and sustain new housing, through the creation of Personal Housing Plans • Progress toward competency in assessing housing applicants against the prevention, relief and main legal duties listed in the Homeless Reduction Act • Demonstrate progression from a limited caseload of simple cases at the 6 month point to a full and varied caseload at the point of progress to SO2, after two years of practical training and support. 	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist case driven response to the Homeless Reduction Act 2017 that engages customers / stakeholders and enables them to make effective use of the Housing Solutions service.	<p>The Options and Assessment service is delivered to the quality, organisational and professional standards required</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>

Maintain all required records and information. Analyse and interpret complex information, for input into Personal Housing Plans and management/member reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the homeless prevention agenda.	All case materials / activities are delivered to standards of excellence and to statutory and local timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues raised by the Homeless Reduction Act and related legislation. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	JIGSAW, Northgate and all related ICT systems are accurately maintained in a timely manner. Changes to systems are identified and flagged. Personal administrative systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented in comprehensive Personal Housing Plans. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Housing Solutions performance and reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them, particularly in the development of collaborative Personal Housing Plans Positive feedback is received from stakeholders. Best practice is shared with colleagues and across the housing solutions service.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe	Work is carried out in a way that is safe and without risks to health. All operational procedures are followed, and customer

practices to line manager.	risks identified and flagged appropriately.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Safeguarding risks are identified and timely and appropriate referrals made.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	<p>All policies and procedures are complied with.</p> <p>Knowledge and compliance with procedures will form a key element of assessment.</p>
Job specific Accountabilities – Training Period	End Results/Outcomes
Complete internal and external training as required to demonstrate competency to assess housing duties under part VI and part VII of the Homeless Reduction Act 2018	Over a two-year period acquire skills and knowledge to manage a varied caseload of applicants receiving support and assistance under the new 'prevention' 'relief' and main duties
Pass workplace assessment of competency	<p>Assume a varied caseload of applicants receiving support and assistance under the new 'prevention' and 'relief' duties</p> <p>Demonstrate the aptitude to undertake independent case management of prevention duties during the first 6 months contract.</p> <p>Demonstrate the aptitude to undertake independent case management of relief duties by the end of the first year of training.</p> <p>Demonstrate the aptitude to progress to the resolution of complex intentionality cases by the end of the 2-year training period.</p>

<p>Acquire practical knowledge of the new legislative requirements of the Housing Act 1996, Homeless Reduction Act 2017 in order to apply its provisions to factual situations of varying difficulty and complexity.</p>	<p>Complete:</p> <ul style="list-style-type: none"> • Relevant training in homelessness / housing law / relevant areas such as DV. • Assigned work, shadowing and external visit as arranged.
<p>Develop a suite of job-related skills to a standard needed to complete assessments under the Homelessness legislation, Housing Act 1996 and Homelessness Reduction Act 2017.</p>	<p>At induction assessment demonstrate knowledge of best practise in</p> <ul style="list-style-type: none"> • Customer care/interviewing • ICT system maintenance (QMATIC, JIGSAW AND NORTHGATE) • Managing pressure/managing difficult situations • In housing training • Shadowing/observation
<p>Demonstrate the competency to work within a team and as part of a complex inter-agency framework to make sure housing applicants receive the widest range of options possible in meeting their housing needs.</p>	<p>Knowledge of corporate and external partners and referrals routes</p> <p>Evidence of positive contributions to team and trainee meetings.</p>
<p>To perform at a high standard throughout the trainee period and pass such assessments as are determined by the Assessment and Prevention Manager</p>	<p>Achievement of KPIs, and local performance targets.</p> <p>6 months: Ability to manage a limited caseload of prevention cases</p> <p>12 months; Ability to manage a full caseload of prevention and relief (part 7) cases</p> <p>2 years: Ability to manage a full caseload including complex intentionality cases under Part VII</p>
<p>To demonstrate an aptitude for producing collaborative housing plans that are compliant with Statute and case law and do not leave the Council open to legal challenge.</p>	<p>Robust decision-making that can withstand scrutiny and legal challenge.</p> <p>As above; cases must be managed to statutory and corporate deadlines and must be at the standard required to be upheld in Court.</p>

Job Specific Accountabilities at SO2 level and above in line	End Results/ Outcomes
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<p>with spinal column progression</p>	
<p>To provide an effective casework service for all customers in housing need under the Homeless Reduction Act 2017</p>	<p>Holistic advice and support provided to all customers in housing need.</p> <p>Detailed Personal Housing Plans developed that maximise digital systems and reflect collaboration between OAP officer and the Council.</p>
<p>To prevent homelessness wherever possible.</p>	<p>Homelessness preventions maximised during the 56-day prevention and relief period.</p> <p>Increased private sector offers, mediation, advocacy, referrals to other housing providers, action to reduce rent arrears,</p>
<p>To assess homeless applications at the end of prevention and relief duties.</p>	<p>Compliance with government guidance; defence of the Council's interest in relation to fraudulent or misplaced applications.</p> <p>Assessments are completed in accordance with the homelessness reduction Code of Guidance.</p> <p>Applications are assessed using a range of investigatory tools and techniques</p>
<p>To carry out comprehensive accommodation needs assessments. and</p>	<p>Legal challenges to the suitability of temporary accommodation minimised.</p> <p>Able to identify at an early stage any special requirements relating to education, medical issues,</p>
<p>To recommend the appropriate determination of a homeless application.</p>	<p>Robust decisions made which can withstand scrutiny and legal challenge.</p> <p>All assessments decisions are done using available facts and evidence.</p> <p>All statutory criteria are applied to the assessments.</p> <p>Letters/communications are written setting out full</p>

	reasons for any decisions.
To participate in projects and initiatives related to homelessness prevention and/or the assessment and application of the Councils duties in relation to homelessness.	Holistic advice and support provided to all customers in housing need; appropriate statutory responses in place for all scenarios.
To work effectively with other teams and services to provide accurate information and guidance on cases.	Effective joint working.
To amend the service's database in a timely and accurate fashion at every stage.	Comprehensive and accurate management information.

Nature of Contacts
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Ability to work flexibly when in and out of the office.</p> <p>Should be available to participate in an out of hours rota (including week ends and nights) if possible</p>

Key Facts and Figures

Reports to; Options and Assessment Manager

Responsible for; n/a

Resourcing

Knowledge, Skills and Experience

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to communicate effectively to a broad range of stakeholders

Ability to draft and write complex correspondence and reports

High level of IT skills working with a data base and software applications to produce letters and reports effectively

Understanding of the principles of homelessness prevention and knowledge of the full range of housing options available to residents

Up-to-date detailed knowledge of homelessness legislation, guidance and caselaw, and knowledge of the broader housing environment

Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers.

At S02 level, must be able to write complex intentionality decisions and responses to legal challenge.

Indicative Qualifications

3 A levels or equivalent through experience, demonstrable ability in written English and basic mathematics.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.