

Role Title	Prevention & Assessment Support Officer
Job Family	Place / Housing / Housing Options and Support / Prevention and Assessment.
Scale	Scale 5
<p>Purpose</p> <p>To provide an effective and professional, resident orientated service to households experiencing housing difficulties.</p> <p>To triage residents approaching the council for help with housing, both face to face and over the telephone, to determine whether the resident is homeless or at risk of homelessness.</p> <p>Booking appointments for the Prevention & Assessment Officer and gathering initial information.</p> <p>To provide initial housing advice to residents and details of homelessness prevention, suitable housing options in the private and public sectors.</p> <p>To provide effective operational and administrative support within the Prevention & Assessment Team. This will include calls to applicants to gather information, making third party enquiries, writing letters, taking notes, responding to emails and updating resident records on case management systems.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Communicate effectively with internal and / or external residents service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Resolve non-routine resident/service queries.</p> <p>Residents are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all residents.</p>	<p>Residents express satisfaction with service provided.</p>

<p>Organise and maintain records and documents using the appropriate council process / system.</p>	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up to date.</p> <p>Follow-up with internal/external residents to obtain missing/outstanding records.</p>
<p>Create document, reports, correspondence from the information provided, using standard formats and software.</p>	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>
<p>Database maintenance – access and update relevant databases and generate reports for management information.</p>	<p>Reports are accurate, complete and meaningful.</p>
<p>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 practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>As a resident focussed role, to be able to communicate with our residents at the agreed level</p>	<p>To provide a high standard of service to all residents that is courteous, approachable, and helpful, advising, supporting and resolving issues</p>
<p>Job Specific Accountabilities:</p>	
<p>To undertake housing advice triage interviews, both face to face and over the telephone for residents approaching the council for housing advice and assistance: providing initial housing advice and booking</p>	<p>To provide front line housing options advice to residents who are homeless or threatened with homelessness, including the triaging of applicants who apply through self-referral and the Duty to Refer</p> <p>Booked appointments for assessments under the Homelessness Reduction Act 2017.</p>

<p>appointments for the team where appropriate</p>	<p>Initial enquiries into homelessness cases achieved.</p> <p>To provide a high standard of service to all residents that is courteous, approachable and helpful, advising, supporting and resolving issues.</p>
<p>To provide effective support within the Prevention & Assessment Team, including scanning, general data input, use of excel and production of reports</p>	<p>All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales.</p> <p>Up to date records / information are maintained and are well organised and accessible.</p> <p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development.</p> <p>Accurately record case level information on Housing Jigsaw and NEC and any other systems the council may use; seeking to use digital methods wherever possible.</p>
<p>To assist with homelessness prevention and relief activities such as enquiries with estate agents, family and friends and landlords to confirm the cause of homelessness.</p>	<p>To contact residents to ensure that all proofs and evidence needed for investigations are received.</p> <p>. Increase the opportunities to prevent homelessness where possible.</p> <p>Early intervention with residents who are threatened with homelessness.</p> <p>To refer residents to a wide range of support services and support accommodation projects; ensuring residents can access the right support in order to sustain their accommodation.</p>
<p>To liaise with social landlords as necessary to assist with investigations and housing applications, e.g. checking former tenancy arrears/other tenancy breaches</p>	<p>To support with the prevention of homelessness</p> <p>To establish the threat of homelessness as part of the initial triaging of applications</p>
<p>To assist the team in promoting all housing options, especially alternatives to social housing including private rented properties, room shares, promoting our rent deposit</p>	<p>To manage resident expectations around the availability of housing options in the Borough</p>

schemes and supported accommodation referrals	
To process and distribute invoices within the Council's financial management system	To ensure that invoices are paid in good time, particularly where payments are being made to secure accommodation using landlord incentive packages
Nature of Contacts	
<p>Involves supporting and guiding residents, stake holder and third parties to ensure a successful service.</p> <p>Direct contact with residents including dealing with challenging situations where influence may be needed.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</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. 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 procedures.</p> <p>This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.</p> <p>The post holder will be required to work from locations within the borough.</p>	
Key Facts and Figures	
<p>Reports to Housing Options and Assessment Manager Responsible for: None</p>	
Resourcing	
<p>Budget Responsibilities: Nil Supervisory Responsibilities: Nil</p>	
Knowledge, Skills and Experience	
<ul style="list-style-type: none"> • Experience of having worked in a fast paced, resident focused environment. • Excellent knowledge and application of IT systems and software packages. • Relevant legislative and or procedural knowledge for specialist area. • Ability to work with minimum supervision, using problem solving skills and initiative to provide a resident focused support service. 	

- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally.
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

We offer a wide range of training and development opportunities to support officers in their roles.

We will provide tools and support to enhance skills, knowledge and capacity to help develop our workforce and attract new talent to the sector.

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.