

## Job Description

<b>Job Title</b>	Housing Solutions Homeless Review & Complaints Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Housing Options
<b>Grade</b>	8
<b>Competency Level</b>	2
<b>Salary</b>	£44,711 - £49,746
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Basic DBS
<b>Job Evaluation Ref No</b>	A9634

## Job Purpose

To facilitate and coordinate the delivery of the S.202 Review function for all requests for Review of Decisions or Suitability under parts VI and VII of the Housing Act 1996 as amended, by the Homeless Reduction Act 2017, and Homelessness Legislation 2002. Responsible for assessing and responding to each request on merit by analysing the request alongside the contents of relevant case file and any supporting information submitted.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Housing Solutions Quality and Performance Manager

### **Main Areas of Responsibility:**

- To provide an efficient and responsive casework review service, ensuring that all S.202 reviews are dealt with in accordance with legislation, Council policy, and statutory deadlines. Record and acknowledge all requests for statutory reviews of homelessness decisions and respond to enquiries on any issues that are raised. Act as a lead officer in liaising with clients and facilitating a unbiased approach to S 202 reviews
- Has robust knowledge of Part VII Housing Act 1996 as amended by Homeless Act 2002 and Homelessness Act 2017, able to complete s.202 reviews applying relevant caselaw and legislation appropriately in the decision-making process
- Act as a representative for Service areas, political astute and able to make detailed assessment of fact with high attention to detail. Able to make complex robust decisions and recommendations on casework undertaken, including to overturn and uphold decisions and service practice
- Makes recommendations for service improvement based on lessons learned from review requests and decisions. A subject matter expert, delivers feedback, training, case law updates and advice to Homelessness Prevention Service
- To take responsibility for responding to reviews formally and constructing detailed responses to clients that are relevant to legislation and caselaw

- To have oversight of Member enquiries and complaints within the service, ensuring all complaints are responded to appropriately and within set timeframes
- To manage a large and complex caseload and maintain accurate and detailed casework records and to manage priorities to meet individual and service performance targets and in accordance with procedures about s.202 and s.204 requests
- To ensure that the Council meets its legal responsibility to carry out enquiries into reviews requested under part VI and VII of the Housing Act 1996 as amended
- Responsible for thorough investigations of all S.202 Review requests, acknowledging and responding to requests, utilising up to date case law and providing robust responses to homeless applicants providing solid, evidence-based reasoning for the decisions made
- Responsible for timely acknowledgement of S202 reviews, outlining significant dates within the review period, extensions to TA arrangements if appropriate and providing relevant signposting information for impartial legal advice
- Investigate and assess applications for review of decisions and other matters subject to review, making enquiries as necessary to determine the extent of the Council's duties and powers, taking ownership of the S.202 reviews and writing legal letters to give clear and impartial decisions
- Meets deadlines without prompts and works within the timescales set within legislation to ensure reviews are completed efficiently and avoiding legal challenges
- To comply with administrative procedures for the conduct of reviews including contributing to the ongoing improvement and development of those procedures and IT software solutions
- Work closely with the Housing Solutions Management team to gain and develop a robust interpretation of complex legislation and the statutory duties of the Council on relevant legislation and enactment of law and ensure

implementation of any subsequent changes arising from amendments in statute and guidance

- To manage and oversee the Housing Options Service complaints and enquiries and ensure responses are appropriate and completed within agreed timescales
- To respond appropriately to any complaints escalated to the Housing Ombudsman, ensure any necessary changes to service following the outcome are reported to Head of Housing Solutions and changes implemented quickly and effectively
- To liaise closely with the Homeless Solicitor when appropriate, agree decisions, discuss matters of law and interpretation, request counsels' advice, input into draft statements and affidavits
- To conduct case file audits to ensure that the service is complying with legislation, highlighting where the service may be failing or leaving the Council open to challenge, updating template letters when required to ensure they are in lines with legislation
- Provide an excellent customer care service which promotes a positive image of the service to all applicants, advocates and internal and external agency customers whether in person, by phone or any other method of communications to raise customer care concerns about the service which emerge because of reviews as directed
- To represent Housing Solutions at meetings attending court alongside Homeless Solicitor if required
- Keep knowledge up to date around Homeless legislation, engaging in CPD and training. Following case law updates and outcomes to inform practice
- Produce meaningful evidence-based reports that highlight trends and gaps in service that can be used to improve service delivery, outcomes for residents and inform training needs within the service
- Provide advice, guidance, and training to staff on good practice and legislation and case law

- Be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service
- To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams
- Actively contribute to building a collaborative, inclusive, and professional team culture
- To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service

### **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

- This role may involve long periods of screen use and sitting and focus

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertake
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Degree / formal qualification in a relevant discipline or significant relevant experience within statutory homeless service or homelessness legal services (A/I)

## Experience

### Essential

- Extensive knowledge of the Housing Act 1996 as amended and related legislation and caselaw (A/I)
- Demonstrable knowledge of s.202 review procedures (A/I)
- Understanding and ability to apply the legal and procedural requirements in relation to homelessness and access to social housing (A/I)
- Experience of applying legislation from Part 6 and Part 7 of the Housing Act, and other relevant legislation, case law and best practice to homelessness or review cases (A/I)
- Experience of undertaking statutory homelessness decisions and Personal Housing Plans under the Housing Act 1996 as amended by Homelessness Reduction Act 2017 (A/I)
- Ability to construct well written and robust letters in line with legislation and relevant case law and evidence a clear understanding of the S. 202 review process (A/I)

- Demonstratable experience of conducting or challenging S.202 reviews (A/I)
- Experience of handling large volumes of complaints and co-ordinating or responses and monitoring timescales (A/I)
- Experience of upholding negative decisions and delivering outcomes in a clear yet sensitive way (A/I)

## Desirable

- Experience of delivering and developing training

## Skills/Abilities

### Essential

- Excellent written and verbal communication skills with ability to explain complex legislation so it is easily understood by diverse range of customers (A/I)
- Experiencing of prioritising competing demands in a pressurised environment, recognize service priorities (A/I)
- De-escalation skills and emotional awareness (A/I)
- Excellent interpersonal skills (A/I)
- Experience of delivering negative decisions and advice and guidance of next steps (A/I)
- Ability to deliver statutory homelessness training and development sessions. (A/I)
- Ability to manage a complex caseload (A/I)
- Delivering training and development (A/I)



## Desirable

- Experience of using different IT systems to manage caseloads, monitor
- Experience of achieving performance targets and meeting departmental objectives.

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes.
- Flexibility and commitment to ensure effective service delivery

## Other

### Essential

- This post is subject to a Basic Disclosure and Barring Service (DBS) check

### Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours