

## Job Description

<b>Job Title</b>	Prevention and Assessment Officer
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Housing Options
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£30,060 - £34,314
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	

## Job Purpose

To prevent homelessness, ensure timely assessments and support homeless clients into permanent, settled accommodation, deputising for the Team Leader as necessary.

### Directly Responsible For:

Not applicable

## Directly Responsible To:

Prevention & Assessment Team Leader

## Main Areas of Responsibility:

- To deputise for the Team Leaders as required
- To work with people in housing need and those who are potentially homeless to identify and address their housing and support needs. To identify problems causing their potential homelessness and provide them with tailored advice and assistance to secure alternative settled accommodation and prevent their becoming homeless..
- To work proactively with relevant Council departments, partners and private and registered social landlords to ensure that effective support is identified and implemented to prevent homelessness, ensure timely assessments and support clients into settled accommodation
- To identify the support needs of service users and make appropriate referrals to other Council teams and external agencies
- To ensure performance targets are met maintaining full and accurate records of all contact on the appropriate IT or manual systems
- To ensure manual and computerised records are updated in an accurate and timely manner, and that data relevant to the future development of homelessness prevention and assessment services is written up and reported in an appropriate format
- Assisting clients to access and signposting to other statutory, non statutory and voluntary agencies where relevant
- To highlight any concerns about service users where appropriate to the appropriate agency (e.g. concerns about child protection or adult abuse)
- Completion of needs and risk assessments in respect of service users and for communicating these appropriately and confidentially to other staff in the City Council or to other agencies

- To participate with colleagues in any 'out-of-hours' rota and to deal with emergency situations occurring outside normal office hours
- To assess referrals made to the service and provide tailored advice and assistance to prevent homelessness
- To investigate and determine the status of those presenting as homeless as referred to the service
- To undertake direct work with clients via home visits where appropriate to provide potentially homeless applicants with a full appraisal of their situation identifying and discussing a range of options for them to consider
- To work in a flexible manner across the Housing Options Service and to cover for other posts of the same grade as necessary
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service
- To provide a range of assistance and support to prevent homelessness including work relating to asylum seekers and when necessary representing clients at court hearings in regards to possession proceedings
- Post holder will be expected to staff and work from a duty / reception desk from time to time as directed by the Service Manager
- To carry out any other tasks reasonably required of the post holder

### **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:

- The job would include using a computer and sitting at a desk for prolonged periods of time

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- 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 undertaken
- 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 1.

[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

- Evidence of and commitment to continuous professional development (A/I)

## Experience

### Essential

- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness (A/I)
- Experience of homelessness and housing advice work (A/I)

### Desirable

- Experience in working with vulnerable client groups
- Knowledge of the social and financial costs of homelessness to individuals, the local authority and other relevant bodies.
- Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation
- Experience of effective interviewing skills

## Skills/Abilities

### Essential

- Ability to think creatively in finding solutions to preventing homelessness (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them (A/I)
- Ability to investigate issues in a sensitive manner (A/I)
- Ability to accurately record statements and findings (A/I)
- Ability to discuss and negotiate effective outcomes with accommodation providers and landlords options to prevent homelessness (A/I)

### Desirable

- Effective communication skills both verbal and written
- Confident user of information technology applications to include database input, word-processing, and email

## Commitment

### Essential

- An understanding of and a personal commitment to the Vision and Values of commitment to excellent customer service and to continuing service improvements (A/I)
- Commitment to assisting the council in the continued development of their services to ensure the best possible outcome for our service users (A/I)

- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness (A/I)

## Other

### Essential

- Flexible outlook and approach and the ability to adapt to change as the service develops (A/I)
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service (A/I)
- Post holder will be expected to demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers (A/I)