

Job Description

Job Title	Housing Solutions Out of Hours Advice and Prevention Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing – Housing Solutions Service
Grade	5
Competency Level	1
Salary	£30,060 – £34,314
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9694

Job Purpose

Provide out-of-hours homelessness assistance and advice, by assessing urgent needs and arranging emergency accommodation where legally required, in accordance with part 7 Housing Act 1996 (as amended).

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Out of Hours Advice and Prevention Lead

Main Areas of Responsibility:

Triage and Advice:

- Carry out initial screening for individuals and families presenting as homeless out-of-hours, identifying urgent risks and housing needs
- Refer cases to daytime housing solutions team for full homelessness assessments and ongoing support
- Provide clear tailored advice and support, helping customers understand their circumstances and explore available housing solutions
- Ensure compliance with statutory homelessness legislation, under Part 7 Housing Act 1996 (as amended)

Emergency Accommodation and Safeguarding:

- Assess eligibility for emergency accommodation based on immediate circumstances following the relevant legislation and statutory guidance
- Arrange suitable emergency placements for customers requiring urgent homelessness assistance
- Identify and act on safeguarding concerns, including risks to children or vulnerable adults, by making timely referrals to appropriate safeguarding teams



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Collaboration and Stakeholder Engagement:

- Work in partnership with emergency accommodation providers, to secure placements that meet the customers' needs
- Liaise with Council departments and external partners to ensure continuity of support for customers, including effective handovers to daytime housing solutions team

Record Keeping and Compliance:

- Maintain accurate and timely records of all customer interactions, decisions, and outcomes in IT systems, ensuring adherence to council policies and procedures

Team Support and Flexibility:

- Foster a collaborative and inclusive team culture, contributing to a professional working environment
- Participate in the out-of-hours rota, responding to urgent homelessness cases providing advice during evenings, weekends, and public holidays
- Provide cover and support for colleagues, including undertaking tasks at the same grade and deputising for the out of hours Advice and Prevention Lead when required
- Drive service improvement by identifying inefficiencies and recommending enhancements to processes and systems

Supervision and Management Responsibility:

- No supervision or line manage 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 is an out of hours role, working through unsociable hours

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 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

- 5 GCSE's (or equivalent) grades A-C/9-4 including English and Maths, or substantial experience in a similar role (A)

Desirable

- A Level 2 or 3 qualification in Housing Practice, Advice and Guidance, or a related field
- Training in mental health awareness, substance misuse, or domestic abuse support

Experience

Essential

- Working knowledge of the Housing Act 1996 (as amended), Homelessness Reduction Act 2017, and associated statutory guidance (A,I)
- Experience working in high-pressure environments, providing immediate support and advice to vulnerable individuals (A,I)
- Proven ability to manage safeguarding concerns and liaise effectively with external agencies (A,I)
- Demonstrable knowledge and understanding of the challenges faced by individuals and families at risk of homelessness and the services available to



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support them, demonstrating empathy and a commitment to supporting vulnerable people with dignity and respect (A,I)

- Proven ability to work collaboratively with partner organisations and teams (A,I)
- Experience in general administration, with strong skills in software packages and case management systems (A,I)

Desirable

- Relevant experience around housing advice, homeless prevention, or homeless assessment
- Experience working in a support or advice role within the voluntary sector

Skills/Abilities

Essential

- Excellent triage, negotiation, communication, and interpersonal skills to assess and prioritise customers' needs effectively (A,I)
- Strong decision-making skills, particularly in determining immediate housing interventions (A,I)
- Ability to interpret and apply complex legislation in practical situations (A,I)
- Proficient in using IT systems to record client interactions and produce reports (A,I)
- Strong organisational skills, with the ability to balance competing priorities in a fast-paced environment (A,I)

Desirable

- Awareness of the causes and impacts of homelessness on individuals and families
- Knowledge of safeguarding procedures for vulnerable adults and children
- Practical and procedural knowledge across housing legislation of all tenures and an equivalent level of organisational, procedural and policy knowledge
- Ability to assess individual needs and signpost or refer to appropriate services, ensuring effective early intervention

Commitment

Essential

- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A,I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A,I)
- High degree of professionalism and integrity (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous learning and improvement

Other

Essential

- Willingness to work out-of-hours shifts as part of a rota, including evenings, weekends, and public holidays