

Job Description

Job Title	Triage Housing Solutions Service Assessment and Prevention Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing - Housing Solutions Service
Grade	6
Competency Level	2
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9692

Job Purpose

The purpose of the Assessment and Prevention Officer role is to provide proactive, client-focused support to individuals and households at risk of or experiencing homelessness. You will undertake detailed homelessness assessments, identify the root causes of housing instability, and deliver effective solutions to prevent or relieve homelessness in line with statutory duties under the Housing Act 1996 and the Homelessness Reduction Act 2017.

By developing personalised housing plans, negotiating with landlords, and collaborating with internal departments and external partners, you will work to secure sustainable housing outcomes for clients. You will ensure all decisions comply with homelessness legislation, statutory guidance, and case law, while maintaining high standards of customer service and safeguarding vulnerable clients.

This role is critical to reducing homelessness, supporting the most vulnerable members of the community, and contributing to the delivery of the local authority's Homelessness and Rough Sleeping Strategy.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Assessment and Prevention Team Leader

Main Areas of Responsibility:

Homelessness Assessment and Prevention

- **Conducting Homelessness Assessments:** Assess individuals and families at risk of homelessness under the Housing Act 1996 (Part VII) and Homelessness Reduction Act 2017, identifying causes and creating tailored, personalised housing plans to prevent or relieve homelessness
- **Investigating Homelessness Status:** Carry out thorough inquiries to determine homelessness status, applying statutory tests for eligibility, homelessness, and priority need as set out in the Housing Act 1996 (Sections 184 and 189)
- **Reviewing Progress:** Conduct regular reviews, monitor housing plan progress, and issue notices such as warning or non-cooperation letters

Legal Compliance and Decision-Making

- **Applying Legislation:** Make informed decisions on homelessness applications in accordance with the Housing Act 1996, the Homelessness Reduction Act 2017, and relevant case law, ensuring statutory obligations are met
- **Drafting Decision Letters:** Construct clear, robust decision letters that are compliant with relevant legislation, incorporating case law and legislative guidance to explain decisions transparently

Case Management and Partnership Working

- **Managing Caseloads:** Effectively manage a diverse and complex caseload, ensuring decisions are made within statutory timeframes and associated regulations
- **Collaborating with Partners:** Work with internal departments, private landlords, registered providers, and external agencies to prevent homelessness and secure housing solutions

Support and Safeguarding

- **Identifying and Referring Support Needs:** Assess clients' support needs, referring to appropriate agencies and services under the Care Act 2014, the Children Act 1989, and the Homelessness Reduction Act 2017 (Sections 10 and 11)
- **Safeguarding Vulnerable Clients:** Identify safeguarding concerns and ensure appropriate actions are taken under the Children Act 1989, the Care Act 2014, and other safeguarding legislation to protect vulnerable individuals and families

Operational and Administrative Responsibilities

- **Maintaining Records:** Accurately update manual and electronic systems, ensuring compliance with General Data Protection Regulation (GDPR) and performance reporting requirements under the Homelessness Reduction Act 2017
- **Participating in Training and Development:** Attend training and development activities to stay updated on legislative changes such as the Domestic Abuse Act 2021, contribute to peer support, and deputise for Team Leaders when required

Flexible and Outreach Working

- **Outreach and Emergency Response:** Work flexibly, including out-of-hours and at outreach locations, to assess and support households under statutory obligations in the Housing Act 1996 (Sections 188 and 189B) and during emergencies

Other

- Actively contribute to building a collaborative, inclusive, and professional team culture
- To carry out any other tasks reasonably required of the post holder commensurate to the grade

Supervision and Management Responsibility:

- No supervision or line management 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 require visiting client property and district work
- 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 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 **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

- Level 3 qualification (or equivalent) in a relevant to homelessness, housing, social work equivalent or related field, or extensive proven experience in a similar role (A)

Desirable

- Training in mental health awareness, substance misuse, or domestic abuse support
- Certification in trauma-informed care

Experience

Essential

- Making/challenging statutory homeless decisions or supporting clients through the process (A/I)
- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness (A/I)
- Experience in working with vulnerable client groups (A/I)

- Experience of managing a complex caseload in a fast-paced environment (A/I)

Desirable

- 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

- Knowledge of homeless legislation and the responsibilities of the Council and ability to interpret complex legislation and apply it in decision making (A/I)
- Ability to construct robust, tailored decision letters in line with legislation (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless and accommodation providers / landlords to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them (A/I)
- Ability to accurately record statements and findings (A/I)
- Resilience and ability to remain calm under pressure when working in fast-paced or challenging environments (A/I)
- High degree of professionalism and integrity (A/I)

Desirable

- Effective communication skills both verbal and written

- Confident user of information technology applications to include database input, Microsoft software, and email
- Ability to think creatively in finding solutions to preventing homelessness

Commitment

Essential

- Empathy, patience, and a non-judgmental approach to working with people from diverse backgrounds (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

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
- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness

Other

Desirable

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