

Job Description

Job Title	Apprentice Complex Case Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing – Housing Solutions
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term apprenticeship in complex case support working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Deliver a high-quality, customer-focused homelessness service, ensuring that vulnerable individuals and households receive the support they need to navigate the pathways into and out of homelessness services.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Service Complex Case Team Leader

Main Areas of Responsibility:

- Provide a customer focused service to all our customers.
- Recognise issues around the vulnerability of all customers and act with reference to their requirements and needs to ensure positive outcomes for all case work
- Responsible for building positive customer relations, providing a visible presence, acting as a point of contact, attending meetings when required
- Responsible for working across the council to deal with the most complex and vulnerable residents in all ward areas
- Working with colleagues from across all sectors including our partner agencies to ensure and effect positive outcomes for the most vulnerable residents
- Support the Complex Case officers to empower complex case customers to influence their own positive outcomes
- Support in the creation of action plans for housing and support, ensuring solutions are tailored to individual circumstances
- Assist in ensuring clients access safe, stable accommodation and long-term housing solutions, providing the necessary support for a smooth transition to independent living
- Provide all related documentation as required by the Complex Case officers
- Ensure the health, safety, and wellbeing records for all officers working in all locations

- Build and maintain effective partnerships with external agencies, promoting joint working and information sharing to create coordinated responses to client needs, ensuring the best outcomes for individuals at risk of homelessness

Supervision and Management Responsibility:

- No Supervisory or 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 involve visiting clients, and/or team members in settings such as refuge's, probation services or prisons
- This post will require you to sit for long periods of time and use a computer screen

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
- 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

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)

Experience

Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A,I)
- Providing excellent customer service within a busy environment (A, I)

Desirable

- Knowledge of local authority statutory responsibilities regarding housing and homelessness

Skills/Abilities

Essential

- Experience of working as an advocate in a customer focused front-line service (A,I)
- Strong decision-making and analytical skills (A,I)



- Proficiency in using data to produce data-driven reports to inform service planning (A,I)

Desirable

- Adaptability and ability to work effectively in a fast-paced, changing, and often challenging environment
- Experience of working with people with diverse, complex and challenging support needs

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and adaptable in response to client needs
- Commitment to delivering high-quality services and achieving positive outcomes for residents

