

Job Description

Job Title	Housing Solutions Service Complex Lives Early Intervention and Advice Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing – Housing Solutions
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9698

Job Purpose

To provide intensive case management support to individuals / households to prevent homelessness. This includes offering high quality brief interventions to people threatened by homelessness (primarily by their existing private or social landlord) and provide case work services to ensure their homelessness is being prevented / resolved quickly.

Directly Responsible For:

Not applicable



Directly Responsible To:

Housing Solutions Service Complex Lives Team Leader

Main Areas of Responsibility:

Homeless Prevention

- Conduct initial and ongoing assessments of clients' needs, developing support plans to address their specific circumstances and housing needs
- Work proactively to prevent or relieve homelessness by helping clients access or sustain stable accommodation where feasible, using mediation and other intervention strategies to resolve disputes and sustain housing.
- Collaborate with other services and agencies to identify at-risk applicants early, providing targeted interventions to prevent eviction and homelessness before it becomes imminent.
- Use negotiation and liaise with landlords, family members, housing providers, and relevant departments (e.g., housing benefit, DWP) to prevent homelessness through early intervention and support in the community
- Engage with private rented sector (PRS) and social housing landlords, supported accommodation providers to prevent evictions, support applicants facing illegal harassment eviction and supporting planned moves.
- Provide short-term interventions and casework services to address housing issues, working to either prevent homelessness, improve clients' housing situations, or access a range of housing options, including addressing wider support needs such as benefits, health and wellbeing including substance misuse and trauma related issues.
- Maximise clients' income through advice and support to ensure they can afford rent payments, reducing financial barriers to stable housing and encouraging engagement with employment support services.
- Update any risk assessments or support plans when required.

Support Move on or Rehousing

- Work with social housing and private landlords to support positive move-on arrangements, negotiating access to housing for households that might otherwise be denied due to their circumstances
- Signpost clients to relevant support services and provide advocacy to help them access additional services, including financial and debt support via the Citizen Advice Bureau

Monitoring

- Monitor and record client feedback and ensure it is acted upon, including assisting clients in navigating the complaints process, and contribute to the collection and analysis of casework data through IT systems to improve service delivery

Teamwork

- 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

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

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

- A good understanding of homelessness legislation, including the Homelessness Reduction Act 2017, and housing options available locally, with the ability to interpret housing and homelessness policies and procedures and apply them within situations (A,I)
- Experience of providing advice or support in a housing, homelessness, or related social care setting (A,I)
- Experience working with vulnerable individuals or those in crisis (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
- Familiarity with risk assessments and support plans for individuals with complex needs

Skills/Abilities

Essential

- Problem-solving skills to identify appropriate solutions within established policies and frameworks, with ability to understand and follow guidance and procedures to secure positive outcomes for customers (A,I)
- Ability to work as part of a team and ability to work unsupervised, using own initiative (A,I)
- Strong communication and interpersonal skills to provide empathetic advice and build rapport with service users (A,I)
- Good organisational skills, including managing a caseload and meeting deadlines, with accurate record-keeping and ability to use IT systems for data input and case management (A,I)
- Resilience and ability to remain calm under pressure when working in fast-paced or challenging environments (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

- Flexibility in providing support throughout the area and in meeting deadlines as required (A,I)

