**lJob Description**

**JOB TITLE :** Housing Triage Officer

**GRADE :** F

**POST NO :** 3427

**SERVICE :** Customer Access

**UNIT :** Housing Needs

**REPORTS TO :** Housing Casework Team Leader

**RESPONSIBILE FOR :** None

**LIAISON WITH :** Officers in Strategic Housing Services and throughout the council as necessary; other statutory and voluntary providers of support, advice or accommodation; private sector organisations.

**PURPOSE OF JOB**

To provide comprehensive housing advice and assistance, face to face, by telephone and by email regarding a wide range of housing issues having an in-depth knowledge of relevant housing and homeless legislation including Case Law, to ensure that the Council’s statutory duties are carried out under the Homelessness Reduction Act 2018

**MAIN DUTIES AND ACTIVITIES**

1. To be the first point of contact (face to face, by telephone or by email) for customers who are homeless or threatened with homelessness and to carry out an initial assessment and investigation.
2. Liaising with a variety of outside partner agencies, such as rough sleepers outreach services, and hostel providers to look for creative housing solutions for clients with a variety of complex needs
3. To hold a caseload of clients, deciding Homelessness Reduction Act duties and making pro-active interventions to provide wide-ranging person centred housing advice and advocacy on housing rights, income maximisation, financial management, relevant support services and to inform, support and signpost customers to specialist advice agencies when appropriate.
4. To pro-actively take actions to prevent homelessness either short term or long term using all means available. This also includes immediate interventions to prevent homelessness including where possible and reasonable helping customers to retain or re-access their current accommodation by; liaising with families and friends, landlords, supported housing, solicitors, courts, social services and other agencies.
5. To be responsible for safeguarding vulnerable clients that present, often in a chaotic manner, by obtaining relevant information from, to a range of services such as the police, Domestic Abuse Services, Children’s Services or Adult Social Care and making safeguarding referrals when necessary.
6. Deputising for other Officers within the service, as directed by a manager, to ensure that casework service standards are maintained and customers are placed into temporary accommodation efficiently
7. Contribute to the achievement of government targets by researching and providing statistical information ensuring the objectives of both Housing and Homelessness Strategies and local service standards
8. Attendance of statistical case review meetings (e.g. MARAC) as directed by Team Leaders and managers
9. Attend any relevant training to carry out a full range of duties
10. Any other duties commensurate with the role.

**DATE LAST UPDATED:** April 2019

**Person Specification**

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Educated to A-level or equivalent, or possess specialist knowledge obtained in a housing environment  A relevant degree, formal housing qualification (level 3) or specialised training around the provision of services to homeless people  An in-depth working knowledge of homeless legislation including the Homelessness Reduction Act 2017,The Localism Act 2011, the Housing Act 1996 part VII and part VI (as amended by the Homelessness Act 2002.  An in-depth knowledge of law relating to landlord and tenant issues and general housing rights.  A current working knowledge of the welfare benefits system.  Detailed knowledge of the support needs associated with homelessness and the role of wider agencies in the provision of care and support services.  Detailed understanding safeguarding protocols as well as knowledge of equality and diversity considerations needed in the delivery of a public service. | E  D  E  E  E  E  E | A, C  A, C  A, I  A, I,  A, I  A, I  A, I |
| **EXPERIENCE &**  **SKILLS** | Experience in working with other statutory and voluntary agencies to source information or managing referrals.  Experience of using Microsoft windows packages and client information systems on a frequent basis.  Highly developed interpersonal skills and ability to communicate effectively with a wide range of customers including those whose English is not their first language or who have complex needs  Ability to deal safely with customers who may present a high risk, including clients with a history of violent or aggressive behaviour and customers with complex medical issues.  Ability to deal effectively and positively with challenging behaviour from clients.    High standard of written communication, including the ability to create and write well-structured letters.  The ability to analyse complex information and legislation and make recommendations for courses of action.  Ability to manage a varied workload and to prioritise competing demands ensuring targets and deadlines are met.  To be tenacious and assertive when pursuing solutions to problems.  To work flexibly towards creating solutions in a person-centred way with individuals.  Effective negotiation skills sufficient to persuade clients and agencies to pursue unpopular courses of action.  Ability to maintain enthusiasm and creativity in a pressured environment.  The ability to work within a team and independently on one’s own initiative. | D  E  E  E  E  E  E  E  E  E  E  E  E | A, I  A, I, T  A, I, T  A, I, T  A, I  A, I, T  A, I  A, I  A, I  A, I  A, I  A, I  A.I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Committed to a high standard of customer care.  Non-judgmental, diplomatic and understanding.  An understanding of the commitment to the principles of Equality and Diversity.  A commitment to good self-management, including positive health promotion, and record of attendance.  A willingness to embrace new methods and working practices.  An ability to empathise with customers but remain objective. | E  E  E  E  D  E | A, I  A, I  A, I  A, I  A, I  A, I |
| **OTHER** | Ability to travel to and from meetings |  |  |

**COMPLETED BY:** Housing Solutions Lead

**DATE:** April 2019

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference