



Role Profile

Job Title: Homeless Early Intervention Officer	Role Profile Number: CEH17
Grade: M Salary:	Date Prepared: July 2018
Directorate/Group: Housing	Reporting to: Prevention Manager
Structure Chart attached:	Yes

Job Purpose

- To develop joint working relationships with private sector landlords and agents to reduce tenant evictions in Swindon.
- To promote and deliver an approach establishing housing and support needs to Landlords and private sector tenants who are at risk of Notice being served on them.
- To identify tenants within the private sector at risk of losing their tenancy through liaison with Landlords, agents and other housing providers.
- To instigate rapid advice and referral routes for private sector landlords to appropriate services preventing Notice being served on their tenants.
- To instigate rapid referral routes for private sector tenants to support providers and services preventing Notice being served and ensure tenancy sustainment.

Key Accountabilities

- To support Private sector landlords agents and other housing providers to prevent tenant eviction process
- To address Landlord and tenant's wider housing queries
- To ensure a swift response to queries from both landlords and tenants
- Develop incentive schemes to attract and retain landlords including risk assessing any such initiatives

- To provide robust housing advice and assistance in line with current legislation and council policies to landlords and tenants
- To work with landlords and tenants to find solutions that will prevent section 21 Notices being served
- To offer advice and assistance to prevent households becoming homeless, by taking a proactive approach to preventing homelessness.
- Liaise with and maintain and develop effective working links with other services to prevent homelessness. This will include agencies such as Children’s Services, schools and families, mortgage lenders, solicitors and landlords.
- Ensure that potentially homeless households are given advice and assistance to claim housing, support and other welfare benefits available to them with the aim of preventing or delaying homelessness.

Effective data collection and accurate prevention case note recording

- To adopt an intensive housing management approach to private sector tenants by delivering effective and preventative interventions to avoid section 21 notices being served.
- To constructively participate in one-to-one supervision, case reviews and case conferences, employee appraisals and training sessions.
- During the course of your employment you will be required to maintain a record of all training and development undertaken. All employees will be given encouragement from their Manager/Supervisor to develop their skills and knowledge to the benefit of themselves and the Council.
- To undertake such other duties as may be required from time to time commensurate with the level of the post.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equality and Diversity legislation, the Health and Safety at Work Act and Data Protection Act.

Supplementary Accountabilities

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in ‘lone working’, systems are in place to ensure communications and monitoring of staff safety.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.

- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

- Undertaking any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- Experience of managing a high case/workload
- Experience of dealing with members of the public both face to face/over the phone/via teams/skype/zoom
- Experience of liaison and negotiation with the public
- Current, full driving licence.

Preferred

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017)
- Landlord & Tenant Housing Law
- Experience of equal opportunity issues.
- Good IT skills.
- Excellent communication skills.
- Ability to work under pressure

Qualifications

- Minimum of 5 GCSE, including English and Maths

Decision Making

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.
- Use of the Council's Prevention Fund

Creativity and Innovation

- Solution focused to prevent homelessness
- Develop Personal Housing Plans for our customers

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">• N/A	Responsibility	£5,000 per case
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Personal Housing Plans	Asset Responsibility:	N/A

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Represent Swindon Borough Council at multi-agency meetings and forums.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at

SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	