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| Job Title: Homeless Support Officer | Role Profile Number: CEH17 |
| Grade: L Salary: | Date Prepared: September 2021 |
| Directorate/Group: Housing | Reporting to: Prevention Manager |
| Structure Chart attached: | Yes |

Job Purpose

Key Accountabilities

- Supporting a large Housing Team with administrative duties
- Ensuring efficient use of Local Authority systems to accurately record information required
- Ensuring that claims are in place for residents placed into emergency/temporary accommodation
- Utilising internal systems for recording information to provide reports when required
- Engagement with tenants to ensure information is provided when required
- Processing invoices

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

- 12 months experience of providing housing advice to vulnerable clients
- Experience of dealing with members of the public both face to face and over the phone
- Experience of liaison and negotiation with tenants
- Knowledge of Local Authority record keeping and the importance of this
- Knowledge of benefits including Universal Credit and Housing Benefit
- 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)
- 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

- You will have to make decisions at times without Management guidance.

Creativity and Innovation

- Solution focused to ensure an effective administrative support system is in place
- Develop recording of emergency accommodation use

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

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).

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