

<b>Senior Housing Options Officer</b>	<b>Role Profile Number:</b> SBC_12277
<b>Grade:</b> CFL 8	<b>Date Prepared:</b> February 2025
<b>Directorate/Group:</b> Stronger and Safer Communities	<b>Reporting to:</b> Housing Options Manager
<b>Structure Chart attached:</b>	No

## Job Purpose

- Reporting to The Housing Options Manager, the postholder will ensure the provision of an effective Homelessness Advice and Homelessness Prevention service and will oversee the assessment, investigations and decision making of applications.
- The postholder will manage a team of 5 Housing Options Officers as well as holding their own reduced caseload.
- Responsible for providing advice and assistance to residents who are, or are or about to, become homeless and carrying out the statutory duty of preventing homelessness and relieving homelessness whenever possible, by negotiating with statutory, voluntary and other bodies.
- Investigate and assess applicants under Homeless legislation under the 1996 Housing Act, Part VII as amended in the Homelessness Act 2002.
- To prevent and relieve homelessness and find bespoke solutions to ensure the safety and wellbeing of Swindon residents and reduce the need for emergency accommodation placements.
- The postholder will ensure the Council is fulfilling the statutory requirements in relation to homelessness notifications, assessments and decisions.

## Key Accountabilities

- Ensure a proactive role in the prevention of homelessness and in reducing the use of temporary accommodation.
- Deputise for the Housing Options Manager in their absence.

- Ensure staff follow procedures, properly record information either electronically or paper in relation to case details.
- Interview customers in their own homes or other appropriate locations.
- Produce rotas for the Housing Options Duty service and the out of hours service.

### **Supplementary Accountabilities**

- Participate in the homeless out of hours emergency call out service.
- 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:*

- Good experience in a housing or related field.

- Excellent understanding and working knowledge of The Homelessness Reduction Act
- Current, full driving license.
- Substantial knowledge of, Welfare Benefits, Landlord and Tenant Law and Environmental Health implications for Housing.
- Knowledge of Immigration and Asylum legislation/eligibility criteria, Marital & Family Law, Children Act; Care Leavers Act and associated legislation and case law.
- Experience in a Homelessness Section.

### **Qualifications**

- GCSEs in English and Maths or equivalent

### **Decision Making**

- Make and agree decisions in line with The Homelessness Reduction Act.
- Decide when SBC must offer temporary accommodation as per The Homelessness Reduction Act
- The ability to make legal decisions in complex cases with the ability to make quick decisions under pressure

### **Creativity and Innovation**

- Homelessness Prevention options for customers
- Finding solutions for complex customers with specific housing needs
- Interpret and train others on new Case Law

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• 5 x Housing Options Officers</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Homelessness casework</li> <li>• Statutory decisions</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p> <p>None</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)*

- General public
- Agencies, such as Probation, Mental Health Services and Domestic Abuse charities.
- Accommodation providers

**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).