



Job Description

1. **Job Title:** Housing Solutions Officer
2. **Reports to:** Professional Lead, Housing Solutions
3. **Responsible for:** -
4. **Grade:** 5
5. **Job Purpose:**
 - a) To work creatively and collaboratively to prevent homelessness wherever possible.
 - b) Offer detailed, complex advice to households and landlords on housing law and prevention of homelessness options.
 - c) Ensure compliance with the new Homelessness Reduction Act 2017, including ensuring the prevention or relief duty is met wherever possible
 - d) Make homelessness decisions in line with the statutory framework and provide comprehensive written decisions when homelessness prevention is not possible.
6. **Specific Deliverables:** (what the job is required to achieve)
 - a) Provide advice and take positive action to prevent homelessness wherever possible using a range of methods.
 - b) Manage a busy caseload of clients who have a housing crisis and provide written correspondence to households on the advice given through a personal housing plan and ensure comprehensive information is provided on the options available to them and the steps they and you will take to prevent homelessness.
 - c) Motivate and empower clients to meet the steps set out in their personal housing plan in order to relieve the homelessness crisis.
 - d) Use professional judgement and expertise to interpret the relevant legislation, Code of Guidance and Case Law to make detailed decisions.
 - e) Ensure that temporary accommodation is provided when required, whilst reducing the reliance on Bed and Breakfast accommodation.
 - f) Maintain an up to date, comprehensive knowledge of relevant legislation and case law
 - g) Develop co-operative working relationships with statutory and voluntary agencies such as supported housing providers, social workers, probation officers and the Citizens Advice Bureau

- h) Record statistics relating to homelessness
- i) Build a comprehensive understanding of the private rented market and develop positive links with landlords and agents in order to maximise the housing options for homeless households
- j) Contribute to the development of a Homelessness Strategy
- k) Collaborate with the Financial Inclusion Unit and other cross-functional projects to ensure that corporate objectives are met and delivered
- l) Be available, along with other members of the team to take emergency calls outside office hours.
- m) Any other duties of a similar nature which may be required.

7. Key Relationships:

- a) The post holder will be required to work in a collaborative way with other members of the team and across service areas. Key relationships are expected with other housing teams, other services, the Strategic Revenue Partnership and Members
- b) A close working relationship will be required with external agencies such as adult social care, probation, supported housing providers and private landlords

Additional information

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.