

Job description

Job title: Housing Assessor

Grade: Grade 9

Job evaluation reference: BC612

Job family: Buildings & Construction

Purpose and impact

To be the first point of contact within the Homelessness Prevention, Advice and Resettlement Team for customers and partner agencies. To actively make a positive and professional contribution in the provision of a comprehensive and efficient housing service and to provide a high-quality housing advisory service and prevention of homelessness as set out in the Housing Act 1996.

Key responsibilities

1. To ensure the consistent implementation of the council's housing and homelessness duty to all households presenting as homeless or threatened with homelessness.
2. Provide in-depth and personally tailored housing advice to a caseload of clients and maintain accurate, up-to-date records of all case files.
3. Help clients reduce barriers preventing them from accessing and maintaining settled accommodation, including providing generic advice on income maximisation, benefits, debt, employment, recovering debts to the council etc and signposting to other agencies for further help where necessary.
4. Prevent homelessness in accordance with the Homeless Reduction Act in creative ways, such as maintaining existing accommodation through negotiation with landlords, sourcing and proactively assisting clients into alternative accommodation, seeking assistance from other agencies when appropriate and promoting multi-agency initiatives in the prevention of homelessness in the area.
5. Undertake homelessness investigations under Part VII of the Housing Act 1996, (as amended by the Homelessness Act 2002 and Homeless Reduction Act 2018).
7. To manage a caseload and ensure that individual applicants are kept fully apprised of progress with enquiries into their application.
8. To develop and maintain an in-depth knowledge of relevant Housing legislation.
9. To apply client confidentiality procedures to investigations undertaken.
10. To develop, promote strong links and work in partnership with public bodies and other partners such as Adult and Children's services, Probation, CMHT, Police, NHS and supported/housing providers and street outreach teams to identify help and assistance for vulnerable and complex clients. Refer to and co-ordinate with these agencies for delivery of support to clients and to assist with sustaining their tenancies.
11. To provide an advice service to applicants seeking ownership or low-cost home ownership.
12. To respond to and initiate routine and non-routine correspondence with a wide range of agencies.
13. To constructively participate in one-to-one supervision, case reviews and case conferences, employee appraisals and training sessions.
14. To have experience in conflict resolution.



15. To have professional curiosity to be able to gather information quickly and make a sound legal decision on someone's homelessness application.
16. No budget holding responsibility required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Housing Triage Team Leader

Responsibility for: No supervisory or line management responsibility

Other factors

19. A Basic DBS check is required.
20. There is some travel required, including (but not limited to) home visits and working from other offices.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
Experience	
2. Experience of prevention of homelessness using a wide variety of prevention tools and techniques	Application form
3. Proven experience of being able to work effectively with minimal supervision	Application form
4. Experience of working in a customer focused environment	Application form
5. Experience of working in a confidential environment	Application form
6. Experience of conflict resolution	Application form
7. To have professional curiosity to be able to gather information quickly and make a sound decision based upon this	Application form
Knowledge	
8. A basic understanding of current housing/homelessness legislation and case law, including the Housing Act 1996, Homelessness Act 2002, Codes of Guidance on homelessness and Choice Based Letting and Allocations	Application form Interview Assessment
9. Up-to-date knowledge and understanding of welfare benefits	Application form Interview Assessment
Skills and abilities	
10. Commitment to delivering excellent customer service	Interview Assessment
11. Problem solving skills including creativity and innovation in devising solutions	Interview Assessment
12. Proven negotiation, networking, mediation skills and conflict resolution	Interview Assessment
13. Objective and analytical appraisal skills	Interview Assessment
14. Excellent verbal and written communication skills	Interview Assessment
15. Excellent interpersonal skills	Interview Assessment



16. Excellent word processing/spreadsheet/IT application skills	Interview Assessment
17. Willingness and ability to engage in continuous professional development	Interview Assessment
Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23. Flexible approach to working hours	Application form
24. A Basic DBS check will be required	Application form
25. Ability to fulfil the travel requirements of the post	Application form

Approval

Manager's job title: Housing Triage Team Leader

Date: June 2024

