

# Job description

**Job title:** Senior Housing Officer

**Grade:** Dorset Council Grade 11

**Job evaluation reference:** BC613

**Job family:** Buildings & Construction

## Purpose and impact

To ensure the delivery of a high-quality customer focused service, working with colleagues across the Council and a wide range of external partners.

The postholder will deputise for three Housing Team Leaders. This will include attending various meetings, responding to team members' queries, and supervising team members (for example coaching, mentoring, allocation of work, etc.).

## Key responsibilities

1. Supervising the team members across the three teams including coaching, mentoring, allocation of work, case management, day-to-day guidance and support.
2. To be the case officer for more complex, sensitive, and multi-agency homelessness cases.
3. Work with the Housing Team Leaders to develop and improve housing pathways and/or to address any issues where there are gaps or barriers to successful outcomes for customers.
4. Work in close collaboration with the Housing Solutions Team with regard to the accommodation needs of homeless households.
5. Maintain up to date expert knowledge in key areas relevant to this role, in particular a detailed working knowledge of homeless legislation and other relevant areas of law, keeping abreast of relevant case law.
6. Deputise for the Housing Team Leaders in their absence.
7. Authorise use of prevention funds, temporary accommodation (including B&B requests), rent deposits, signing off the suitability of placements in temporary accommodation.
8. Represent the housing service at external meetings such as High-Risk Domestic Abuse (HRDA), Multi-Agency Public Protection Agency (MAPPA Level 2), Multi-Agency Risk Meetings (MARMs), Young People's Panel, Partnership and Co-ordinating Groups (PCGs), and other multi-agency meetings.
9. To be responsible for the duty, hospital discharge and out of hours rotas and the service provided.
10. Complete all relevant statutory returns (including the Council's H-CLIC statistical returns for homelessness) accurately and on time, in accordance with the government's requirements and the Council's procedures.
11. Contribute positively to the development of new working practices and initiatives that help to prevent homelessness, increase the take-up of housing options and minimise the use and cost of temporary accommodation.



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: Team Leader Homelessness Prevention and Advice

Responsibility for: Supervising the housing team members and deputising for the Housing Team Leaders

### **Other factors**

1. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.
2. In an emergency situation there will be a requirement to work outside normal working hours.
3. The post holder will be required to be part of the out of hours service on a rota basis.
4. As this role will work with sensitive personal data, the post holder will be expected to undergo a Basic DBS check.

### **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 and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. Education to A level or equivalent	Application form
<b>Experience</b>	
2. Significant experience of assessing homeless applications and providing housing advice and homeless prevention services	Application form
3. Experience of staff management or supervision	Application form
4. Significant experience of dealing with young people and vulnerable adults with complex needs and client groups such as those affected by domestic violence, mental health, substance misuse, rough sleeping, young people etc	Application form
5. Experience of managing budgets and allocating funds	Application form
<b>Knowledge, skills &amp; abilities</b>	
6. Strong technical and working knowledge of current housing and homelessness legislation and case law	Interview Assessment
7. Ability to regularly deal with crisis situations and prioritise workload, and make quick and accurate decisions	Interview Assessment
8. Excellent written and verbal communication skills tailored towards a range of audiences, including customer information, reports, presentations	Interview Assessment
9. Up to date knowledge of welfare benefits	Interview Assessment
10. High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	Interview Assessment
11. Commitment to excellent customer service	Interview Assessment
12. Good interview skills	Interview Assessment
13. Problem solving skills including creativity and innovation in devising solutions	Interview Assessment
14. Ability to deal effectively with people experiencing high levels of stress and/or trauma who may display aggressive and/or highly emotional behaviour	Interview Assessment
15. Ability to work to strict deadlines and under pressure	Interview Assessment
<b>Our values</b>	
16. Respect	Interview Assessment
17. Together	Interview Assessment



18. Accountability	Interview Assessment
19. Openness	Interview Assessment
20. Curiosity	Interview Assessment
<b>Other</b>	
21. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post	Application form

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
22. Membership of the Chartered Institute of Housing	Application form

## Approval

Manager's job title:

Date: April 2025

