

Job description

Job title: Housing Assessor
Grade: Dorset Grade 8
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 carry out initial assessments to establish whether the Council owes a duty under the homelessness legislation while working to prevent homelessness arising.

Key responsibilities

- To be the first point of contact within the Homelessness Prevention, Advice and Resettlement team providing good quality housing advice via telephone, email and face to face contact
- To consider the circumstances of customers who request help with their housing and conduct initial assessments under the homelessness legislation to establish if a customer is homeless or threatened with homelessness
- To issue decisions under the homelessness legislation when customers are not considered to be eligible for assistance or are not considered to be homeless, referring customers who will be owed the prevention duty or are identified as owed the relief duty to the Housing Officers
- To collate and record initial information about the circumstances, housing needs and support requirements of customers to assist Housing Officers formulate the customer's Personal Housing Plan, ensuring all data is accurate and up to date
- To work with customers seeking assistance and agencies such as the Revenues and Benefits service, Department of Work and Pensions, Citizens Advice, Shelter, and other third sector organisations to take reasonable steps to prevent homelessness

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: Homelessness Prevention, Advice and Resettlement Team Leader
Responsibility for: N/A

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1. 3 GCSEs (or equivalent) including Maths and English, at Grade C or above or able to demonstrate relevant experience	
Experience	
2. Experience of working in a customer focused environment	
3. Experience of working in a confidential environment	
Skills, abilities & knowledge	
4. Good customer care skills with the ability to listen and advise customers	
5. Ability to communicate to a high standard using different methods and styles	
6. Ability to work with all sectors of the community	
7. Good numeracy skills	
8. Negotiation, networking, mediation and conflict resolution skills	
9. Able to work unsupervised or with minimum supervision, organising own workload effectively, prioritising tasks, making informed decisions and working under pressure	
10. Ability to deal confidently with difficult and vulnerable customers	
11. Able to work with professionals from different disciplines	
12. Good investigative, interpretation and problem solving skills	
13. Enthusiastic, self-motivated and able to work flexibly as part of a team	
14. High level of resilience and ability to keep calm under pressure	
15. IT literate in Microsoft applications	
Behaviours	
16. Responsibility	
17. Respect	
18. Recognition	
19. One Team: Collaboration	
Other	
20. Flexible approach to working hours	
21. A Basic DBS check will be required	

Approval			
Manager	Vijay Sirohi	Date	28 April 2022

