

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Housing Options Officer
DEPARTMENT	Strategic Housing
RESPONSIBLE TO	Housing Options Team Leader
GRADE	Range 4

1. MAIN PURPOSE OF JOB

To provide specialist housing solutions casework and advice for persons with housing needs to include, but not exclusively, the following: -

Options to prevent homelessness - partnership and joint working with other specialist agencies e.g. young person's joint assessments, children and adult services, voluntary housing support organisations and advocacy and mediation.

Homeless applications and the issuing of decisions - to assist the Housing Options Team Leader in promoting joint working and partnerships with housing providers, including Registered Social and Private Sector landlords, to increase the availability and quality of settled accommodation.

To provide a customer focused, pro-active service to help residents secure their housing choices.

2. PERSON SPECIFICATION

Qualifications

Essential

- Good General Education, including GCSE Grade C or above in English and Maths, or equivalent

Desirable

- Housing qualification such as CIH (5% weighting)

Experience

Essential

- Experience of working within a housing environment with a sound knowledge base of the law in relation to a broad range of housing and benefit issues such as homelessness legislation, landlord and tenant law, private sector issues, court processes etc (25% weighting)
- Experience of working directly with vulnerable households including young people (15% weighting)
- Experience of conducting in-depth interviews to obtain information and validate evidence (10% weighting)

- Experience of undertaking support needs and welfare assessments (6% weighting)
- Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions
- Experience in interviewing members of the public in their homes
- Experience of using computers and differing bespoke software applications
- Experience of dealing with, and supporting, customers facing homelessness (20% weighting)
- Has a good understanding of the importance of safeguarding across the organisation and has the ability to demonstrate this understanding from previous roles (10% weighting)

Skills

Essential

- Full UK driving licence and access to own transport for work purposes
- Demonstrable ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach.
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences (12% weighting)
- Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.
- Demonstrable ability to carry out tasks which impact on the well being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. (7% weighting)
- Demonstrable ability to supervise, co-ordinate or train other employees where required
- Demonstrable ability to handle and process cash/documentation relating to small financial amounts (ie up to £250 per day)
- Demonstrates the ability to either: (i) deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or
- (ii) the equivalent of periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation, or
- (iii) all or most of the working day spent on being alert to risks or checking of documents or equivalent.
- Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving

and/or the general use of a computer during the working day.

3. ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

This post is line managed by the Housing Options Team Leader.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be expected to work on their own initiative setting their own daily work priorities.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

This post has no supervisory/management responsibilities.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The main contacts internally are other members of the Strategic Housing team, Homechoice and external partners relevant to helping to find solutions to clients' housing needs i.e. Citizens Advice Bureau, Shelter.

Emotional demands:

Undertakes work which has either:

(i) occasional contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place significant emotional demands on the jobholder. (Personal circumstances may include being upset or unwell, very frail, at risk of abuse, homeless or disadvantaged in some way): or

(ii) regular day-to-day contact with or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place emotional demands on the jobholder. (Personal behaviour at this level may include an individual who is upset or unwell).

4. FINANCIAL ACCOUNTABILITIES

The postholder will have responsibility for the issue of Homebonds, the Council's rent deposit scheme, in compliance with the Council's Homebond policy.

Responsibility for physical resources:

Takes direct responsibility for any of the following or equivalent:

(i) the handling and processing of manual or computerised information where care,

accuracy, confidentiality and security are important.

(ii) expensive equipment e.g. a car or minibus.

(iii) cleaning of buildings , external locations or equivalent.

(iv) part-responsibility for security of buildings, external locations or equivalent.

(v) day-to-day maintenance of equipment or premises.

(vi) the personal possessions of others.

(vii) ordering, or stock control of a limited range of supplies.

(viii) provides general information, advice and guidance on established internal procedures in relation to any form of physical resource.

5. WORKING ENVIRONMENT

The post holder will be based at Kingsley House, Gillingham but will also be required to visit clients in their homes and attend meetings at the offices of partner organisations. Deals with some exposure to disagreeable, unpleasant or hazardous environmental working conditions such as working outside in all weathers or people related behaviour such as verbal abuse.

Physical Demands:

Undertakes either:

(i) some ongoing physical effort (e.g. regular sitting in a constrained position or standing, or walking at a normal pace, for long periods), or

(ii) normally limited physical effort but does have periodic needs for considerable physical effort (e.g. lifting, carrying, pushing or pulling items of light to moderate weight, rubbing or scrubbing, or working in an awkward position).