

**Housing Options Officer (Post No: 7474) Range 4**

See Job Profile for full duties.  
Main duties include:

- To actively support the prevention of homelessness by providing a comprehensive housing options and advice service to the public.
- To ensure that the Council complies with its statutory duties in providing homeless prevention advice, ensuring that the Council acts in accordance with the legislation and its timescales.
- To actively work with residents to prevent or relief their homelessness irrespective of their tenure, providing holistic specialist housing solutions casework and advice to all persons at risk of becoming homeless.
- To provide a customer focused, pro-active, person-centre service to help residents secure their housing choices, ensuring resident are always treated with dignity and sensitivity.

Level A (Developing)	Level A (Developing)	Level A (Developing)
<b>Requirements at level 4A:</b>	<b>Requirements at this level in addition to level 4A:</b>	<b>Requirements at this level in addition to level 4A and 4B:</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or</li> <li>Equivalent housing qualification at Level 2</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Evidence Continuing Professional Development (CPD)</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services</li> <li>Evidence of up-to-date training on relevant case laws relating to homelessness and social housing allocation</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Working knowledge of the duties owed to homeless persons under Part VII of the Housing Act 1996 (as amended) and Homelessness Reduction Act 2017 and the Homelessness Code of Guidance for Local Authorities</li> <li>Understanding of the causes and impact of homelessness and current best practice in preventing homelessness</li> <li>Working knowledge of options available to households at risk of homelessness</li> <li>Working knowledge of the Landlord and tenant law.</li> <li>Working knowledge of other agencies, both statutory and voluntary providing relevant advice that offer support to prevent homelessness</li> <li>Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation</li> <li>Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role</li> <li>Knowledge of the equalities and diversity and how it impacts on homeless households</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Detailed and extensive knowledge of the current legislation and duties owed to homeless persons by the Council under Part VII of the Housing Act 1996, Homelessness Reduction Act 2017, Localism Act 2011 and its application.</li> <li>Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application.</li> <li>Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act.</li> <li>Extensive knowledge of homeless prevention initiatives and their application and effectiveness</li> <li>A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures.</li> <li>Knowledge of the private rented sector regulations</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of housing policies, regulations and case laws including Part VI of the Housing Act 1996 (as amended)</li> <li>Knowledge of trauma informed practice</li> <li>Knowledge of defending possession proceedings and evictions in court including harassment and illegal evictions</li> <li>Understanding of court procedures for defending possession and eviction claims in court</li> <li>Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children’s Act</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of “front line” interviewing</li> <li>Experience of dealing with the public, often in difficult and stressful situations</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of working in a housing service preventing homelessness</li> <li>Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of assisting and being present in Court on housing related matters</li> <li>Experience of leading on specialist and complex areas of work</li> </ul>

<ul style="list-style-type: none"> <li>• Experience of working in a demanding frontline facing service</li> <li>• Experience of carrying out housing needs and affordability assessments and creating personal support plans to help households avoid homelessness</li> <li>• Experience of working with vulnerable households to prevent homelessness</li> <li>• Experience of actively working with other agencies to prevent homelessness</li> <li>• Experience of writing letters and reports to customers, professionals and partner agencies</li> <li>• Experience of keeping good and accurate records</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of writing and issuing detailed, legal and robust s184 decision letters</li> <li>• Proven experience of successfully negotiating with excluders using best practice to prevent homelessness</li> <li>• Proven experience of casework management, joint working and interagency liaison.</li> <li>• Experience of managing a complex caseload</li> </ul>	<ul style="list-style-type: none"> <li>• Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours</li> <li>• Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative</li> <li>• Able to prioritise workloads and meet deadlines</li> <li>• Excellent communication skills at all levels</li> <li>• Developed negotiating skills</li> <li>• Good written and oral communications skills</li> <li>• Be confident and competent with standard IT packages</li> <li>• Proven decision-making skills</li> <li>• Good numeracy skills</li> <li>• Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues</li> <li>• Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy</li> <li>• Develop the ability to cope with and control confrontational situations</li> <li>• Able to take responsibility for your own development <ul style="list-style-type: none"> <li>• Able to manage a caseload</li> <li>• Friendly, tactful, approachable, non-judgemental, empathic and customer focused.</li> </ul> </li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work within legal, political and policy constraints and to follow internal procedures</li> <li>• Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences</li> <li>• Demonstrable ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day)</li> <li>• Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.</li> <li>• Demonstrable ability to analyse and interpret complex information and situations</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary.</li> <li>• Adopts an imaginative and innovative approach.</li> <li>• Demonstrable ability to supervise, co-ordinate or train other employees where required</li> <li>• Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems</li> <li>• Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role</li> </ul>