



UTTLESFORD DISTRICT COUNCIL

HOUSING OPTIONS – HOMELESSNESS PREVENTION OFFICER

Salary Grade 6 £28,672 - £31,346

Uttlesford District Council are looking for an experienced housing professional to join the council's Housing Options Team.

You would become a member of a small team focusing on preventing homelessness and offering help and advice to customers who are in housing need and may be vulnerable. We need someone who can comprehend the often complex needs of individuals within our community and who will relish the challenge of finding solutions for them.

Ideally you will already be working within the homelessness sector and have a good understanding of a local authorities homelessness duties. However we would also consider applications from people who have other relevant experience within housing and the skills needed to work within this frontline team.

The right person will need to proactively manage a diverse work load, meet deadlines and have the ability to remain calm under pressure. They will also have good computer skills, be great at keeping accurate records on our electronic database and enjoy working collaboratively.

Other essential requirements for this post are great customer care skills, the ability to think creatively, to be encouraging, persuasive and to be able to work flexibly.

For an informal discussion please contact Susan Yates or Judith Snares on 01799 510510.

If you are interested in this post, please apply via our online recruitment link which is available on our website <https://www.uttlesford.gov.uk/for-jobs/Applying-for-a-job>

Closing date for completed applications is Monday, 27 September 2021.

Interviews will be held virtually week commencing 4 October 2021.

CVs will not be accepted

We positively welcome applicants from all sections of the community.

Previous applicants need not apply

Please note that currently, staff who are able to, are temporarily working from home due to Covid-19. However, there may be certain tasks/situations which will require you to work in the office as and when necessary. These arrangements will be reviewed when Government advice changes and/or the Council agrees new way of working. Your working arrangements will be as directed by your Line Manager.

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JOB PROFILE

Designation: Housing Options/Homelessness Prevention Officer **Grade 6** Starting at £28,672 rising to £31,346

Directorate: Public Services

Section: Housing Options

Reporting to: Housing Options Team Leader

Located: Saffron Walden / home working

Responsible for: N/A

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

- 1 Working under the Housing Options/Homelessness Manager as part of a small team focusing on preventing homelessness and offering a first class housing advice/options service to customers who are in housing need and may be vulnerable
- 2 To work with Housing Options/Homelessness Manager to implement the Council's Homelessness Strategy

JOB PROFILE

Key Responsibilities

1. Provide comprehensive, confidential and sensitive housing advice/options interviews to customers
2. Ensure customers are connected into other services provided by the Council and other agencies which will work towards improving their quality of life
3. Carry out home visits where necessary
4. Forge links with other voluntary and statutory agencies, departments of the Council or private individuals to assist in the prevention of homelessness.
5. To find creative ways to prevent homelessness and find housing solutions for customers
6. Attend meetings, case conferences etc as necessary
7. Complete detailed reports and maintain records as directed by the Housing Options/Homelessness Manger
8. Manage own case load of prevention work
9. When required interview applicants and assess applicants under Part VII of the Housing Act 1996 and ensure that the Council's statutory responsibilities are met
10. Work with the Housing Options/Homelessness Manager to implement the Council's Homelessness Strategy and Service Plan
11. Work with the Housing Options/Homelessness Manager to ensure that service, corporate and Government targets on homelessness and homelessness prevention are met
12. Be available on a rota basis to take out of hours calls to the homelessness service
13. Any other duties that the Housing Options/Homelessness Manager, Head of Housing Management or Head of Division may from time to time require for the better delivery of the service

The above duties and responsibilities give a broad outline of the functions of the post. However, by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post

holder will be expected to adapt to changing circumstances & therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1. Knowledge

- a) Knowledge of homelessness legislation, code of guidance and associated case law
- b) Knowledge of other legislation that impinges on homelessness
- c) Knowledge of policies and processes of other service providers who work in partnership with the Council or otherwise engage in providing a customer focused service

2. Skills

- a) Excellent customer service and communication skills
- b) Ability to communicate effectively both orally and in writing with a wide range of people, including the public, elected members, internal departments and external organisations
- c) Have highly developed skills in customer care, negotiation, persuasion and advocacy. Also the ability to convince others to adopt courses of action they might not otherwise consider taking
- d) Ability to understand, interpret and analyse complex information and issues, leading to high quality problem solving and the making of informed decisions
- e) Ability to understand and work within the Councils policy and procedures
- f) Self motivated and ability to work with minimum supervision and make decisions without ready access to more senior officer
- g) The ability to work flexibly, prioritise a diverse work-load and meet deadlines, including statutory deadlines
- h) Work with precision and attention to detail
- i) Ability to write high quality reports and case notes
- j) Be a good team worker
- k) Good IT and keyboard skills.

3. Experience

- a) Experience of working as a team member
- b) Experience of working in a Housing Department as a front line worker

- c) Experience of working under pressure and meeting conflicting demands
- d) Experience of decision making

4. Qualifications/Training

- a) Good standard of education to GCSE, or equivalent, in English language and Maths.
- b) Relevant Housing Qualification desirable but not essential

5. Circumstances

- a) Full Driving Licence
- b) Prepared to attend occasional evening meetings
- c) Prepared to participate on the out of hours duty rota
- d) Must undertake an enhanced DBS Check.

Non Line Manager Core Accountabilities

- Understand the needs of your customers and deliver the best possible outcomes through exemplar behaviour in accordance with UDC's Values and Behaviours
- Work flexibly and collaboratively across structural boundaries in support of key outcomes
- To contribute to development or organisational capability by taking ownership of your own training and development, including identifying and taking part in training and development activity and responding to feedback on performance
- Take responsibility for identifying and auctioning areas of risk including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Role Requirement: This role requires an Enhanced DBS check

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Essential User: This role does not qualify for an Essential User

Effective date *Enter date here / Date last reviewed: Oct 2018

UDC – VALUES AND BEHAVIOURS

VALUE: ACHIEVING HIGH PERFORMANCE

REQUIRED BEHAVIOURS

ENTHUSIASTIC	<ul style="list-style-type: none"> • Creates and maintains a positive work ethic while striving to get the job done
	<ul style="list-style-type: none"> • Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> • Identifies where changes are needed and helps make them happen
	<ul style="list-style-type: none"> • Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> • Adopts a proactive and positive approach to solving problems
	<ul style="list-style-type: none"> • Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> • Promotes and embraces change, is open to new ways of working

VALUE: RESPONDING TO CUSTOMER NEEDS

REQUIRED BEHAVIOURS

CUSTOMER FOCUSED	<ul style="list-style-type: none"> • Open and honest in communication with internal and external customers; shows courtesy and respect
	<ul style="list-style-type: none"> • Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements
	<ul style="list-style-type: none"> • Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> • Understands and responds to customer needs
	<ul style="list-style-type: none"> • Actively seeks feedback to improve customer service
	<ul style="list-style-type: none"> • Proactively works to progress new ways of working to improve customer service

VALUE: WORKING TOGETHER

REQUIRED BEHAVIOURS

VALUING OTHERS	<ul style="list-style-type: none"> • Treats everyone fairly, with respect and dignity, responding sensitively to individuals
	<ul style="list-style-type: none"> • Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> • Develops team working in service area and across the council and strives to maintain a high level of motivation
	<ul style="list-style-type: none"> • Works across service areas to attain common goals
	<ul style="list-style-type: none"> • Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> • Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> • Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> • Acknowledges success/achievements of others in the organisation

**HOUSING OPTIONS HOMELESSNESS PREVENTION OFFICER
BASIC TERMS and CONDITIONS OF EMPLOYMENT**

PRE-EMPLOYMENT MEDICAL	Appointment is subject to a Pre-Employment Medical Clearance.
SALARY (Per annum -Pro-rata)	<p>Spinal Column Point 24 – £28,672 25 – £29,577 26 – £30,451 27 - £31,346</p> <p>Salary is paid on the 23rd of the month by credit transfer directly into the bank or building society of your choice.</p> <p>Incremental progression within your pay band is effective subject to satisfactory performance as measured through our appraisal system and if your start date is such that you are still under probation on 1 April, you will not be eligible for an incremental rise until the following year.</p>
PENSION	<p>You will automatically be enrolled into the pension scheme.</p> <p>Your contribution will depend upon your salary scale and will be deducted at source.</p>
ANNUAL LEAVE PRO-RATA	<p>Basic annual leave is 163 hours rising to 185 hours after 5 year's continuous local government service, plus 15 extra statutory hours leave; the timing of which is reviewed annually.</p> <p>All leave and statutory hours are proportionate to the current leave year</p>
HOURS	37 hour week
PROBATION	There is a six month period of probation for all new employees.

Please note: the details set out above are for information only and do not constitute an offer of employment.