

Housing Options Officer (12 months fixed term)

Salary: Grade 6 (SCP 21-26) £26,975 to £30,984
Hours: 37 hours per week
Job Reference: HT1002

Rossendale Borough Council is looking to appoint a highly driven and customer focused Housing Options Officer to join a high performing Housing Options Team delivering quality proactive advice and assistance to people who are homeless or threatened with homelessness.

The successful candidate will have a minimum of one years' experience of working in a homelessness service and have experience of undertaking proactive casework, make fully evidenced and legally appropriate decisions on applications. They will have a working knowledge of the relevant homelessness legislation, code of guidance and case law.

Apply online at www.rossendale.gov.uk or email your name and address, quoting reference number HT1002 to recruitment@rossendalebc.gov.uk Alternatively, telephone People and Policy on 01706 252449.

Closing date: Monday 21st November 2022 at 10am
Interview date: Week commencing 28th November 2022

The Council's vision is:

"To have a thriving economy, built around our changing town centres; creating a quality environment for all and improving the life chances of all those living and working in our borough."



Job Description

Reports to:	Housing Options Team Leader
Responsible for:	None
Total staff managed:	None
Working environment:	Office based

Purpose of role

To provide a quality housing options service to all those approaching the authority who are homeless or threatened with homelessness. This includes providing effective and personalised advice, assistance, investigation and determination of applications, and to ensure that the Council complies with current legislation and good practice.

Corporate responsibilities

To support the Council to achieve its Corporate Strategy vision that Rossendale will be a place where people want to live, visit, work and invest.

To support the Chief Executive to ensure that the strategic aims of the Council are met.

Operational responsibilities

- Offer comprehensive advice and assistance on the housing options available to households based upon their particular needs and resources at the earliest opportunity to prevent homelessness.
- Carry out appropriate investigations into homelessness applications ensuring that all appropriate notifications, decisions and personalised housing plans be issued within relevant timescales and that case files and case notes are accurate and kept up to date.
- Ensure that households placed in temporary accommodation receive appropriate support including assistance in claiming housing benefit for their stay.
- To participate in and advise upon the development and review of Council policies and strategies relating to homelessness.
- Attend meetings representing the Council in order to develop and maintain effective working relationships with other departments, agencies and organisations and colleagues.
- To carry out any other related duties of an equivalent nature that the Council may require within the level of competence of the post-holder.
- To actively encourage customers to be involved in providing feedback on the quality and appropriateness of the support services and ensure they are involved in the design and review of the support service.

These may change subject to consultation with the postholder.

Person Specification

Experience / Knowledge

- Experience of working in a local authority homelessness/housing options service.
- Knowledge of legislation governing homelessness and allocations, including a working knowledge of related case law.
- Experience of using homelessness case management systems and Microsoft Office
- A working knowledge of Landlord and Tenants law: contracts relating to formation and ending of tenancies including breach of terms of both public and private sector tenancies; unlawful eviction and harassment; also possession procedures.
- Have experience of issuing homelessness decisions to comply with legislative requirements and Code of Guidance.
- Be familiar with, or able to gain knowledge of local social housing and support agencies to enable good housing advice to be offered to homeless claimants, including the prevention of homelessness.
- Experience of dealing effectively with enquiries from members of the public.

Qualifications

- Degree standard of education or relevant professional qualification would be desirable.

Competencies / Skills

- Excellent written and verbal communication skills in order to receive, record and impart information effectively.
- Ability to work flexibly as part of a team
- Ability to keep calm during stressful situations and to be able to interview effectively members of the public.
- Display tact and diplomacy and an ability to deal with confidential matters.

Values and Behaviours

- Ability and willingness to demonstrate the council's values and behaviours.

Personal Qualities and Attributes

- Ability to use own initiative, organise and manage own workload to meet priorities with minimum supervision
- A commitment to developing and maintaining high levels of customer service in accordance with the Council's Customer Service Standards.
- A commitment to personal development.
- Willingness to undertake additional training as required meeting the needs of the organisation and service e.g. housing legislation, case law updating, Health and Safety etc.

Personal Circumstances

- Current full driving licence and access to a vehicle for work purposes.
- The ability to occasionally work outside normal office hours.