**Job Description**

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| **Job title** | Initial Assessment Officer  |
| **Grade** | 4 |
| **Service/Team** | Housing Service Housing Options Team  |
| **Main purpose of job**  | The post holder will provide early intervention and housing advice to customers who are homeless or threatened with homelessness within 56 days. The post holder will make enquiries to establish whether households are homeless, they will also give advice in line with the Homeless Reduction Act 2017 while also ensuring customers are signposted to relevant agencies where appropriate.  |
| **Key responsibilities**  | * Determine whether customers are homeless or threatened with homelessness within 56 days.
* Provide housing options and early intervention advice to customers who are or who may become homeless or threatened with homelessness.
* Signpost customers to other agencies relevant to their circumstances.
* To provide advice and support to clients to help them to secure or sustain accommodation by resolving housing need and other matters that may result in homelessness or repeat homelessness.
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| **Key tasks**  | * Gather information from customers around their personal circumstances.
* Carry out basic Housing Needs Assessments to establish circumstances around a customer’s homelessness.
* Draft basic Personalised Housing Plans to assist in the prevention / relief of homelessness.
* Liaise with internal & external organisations to information gather.
* Liaise with accommodation providers and family members to information gather
* Provide support to Homeless Reduction Officers in the delivery of casework under the Homelessness Reduction Act 2017.
* To provide general administration duties associated with the post which may include but not be limited to answering telephones, updating records and importing personal information.
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| **Other duties/specific policies e.g. DBS** | * The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council
* The post holder will be required to work on a rota for the Homelessness Out of Hours Service
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