Homelessness Prevention Officer (Housing Advice Centre)

Reports to: Housing Assessment & Advice Manager

Evaluation: **532** points

Grade: **N07**

Reference: AA1335

Purpose

To carry out the local authorities' statutory duties to prevent and relieve homelessness. This will require a full assessment of a households housing and support needs including the completion of an Inclusion Plan (personal housing plan). The primary purpose of the role is to work with households and partner agencies to prevent homelessness. Where this is not possible to provide advice and support to obtain suitable and sustainable homes to relieve homelessness and to prevent future homelessness presentations, ensuring the council's statutory and policy commitments are fulfilled.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To provide a comprehensive, effective, and efficient housing advice, homeless prevention and relief service to households by managing complex cases in partnership with other support and advice providers.

2. Interview, assess and make decisions on all households who present as homeless or at risk of homelessness fulfilling the council's statutory duties and policy commitments.

3. Advise clients on their housing and support options available to prevent homelessness and or relieve their homelessness.

4. Undertake casework to ensure that households receive appropriate advice and support that is consistent, integrated and of the highest standard.

5. Work with internal and external partners to find solutions to prevent and relieve the households' risk of homelessness. Identify opportunities to enhance the council's aim to make the prevention of homelessness everyone's business.

6. Work to secure the most cost-effective solution to prevent and relieve homelessness including using homelessness prevention budgets.

7. Update and maintain records in accordance with statutory requirements and Council policy; ensuring the quality of the information is accurate and up to date.

8. Promote effective working relationships with internal and external agencies that will improve practice and outcomes for households. Where required represent the service and contribute to meetings, working groups and attend partnership events.

9. To promote and implement our Diversity, Equality, Equity and Accessibility policy in all aspects of your employment.

10. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedures.