Stockton-on-Tees BOROUGH COUNCIL	**JOB DESCRIPTION**
Directorate: **Adults, Health and Wellbeing**	**Service Area:** **Housing and A Fairer Stockton-On-Tees**
JOB TITLE: Homelessness Preventions Officer	
GRADE: National Minimum Wage for Age	
APPRENTICESHIP QUALIFICATION: Housing and Property Management – Level 3 **DURATION: Up to 18 Months**	
REPORTING TO: Team Leader	

1.	**JOB SUMMARY:** The role will be responsible for assisting Homelessness Prevention Officers following the regulations in accordance with Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017), assisting to undertake assessments of those seeking Housing Assistance, provide advice, options and Housing Solutions to Homeless Households and those in Emergency Accommodation with the aim of preventing or relieving their Homelessness.	
2.	**MAIN RESPONSIBILITIES AND REQUIREMENTS**	
	1.	To assist in providing a comprehensive homeless, housing advice and homeless prevention service in accordance with legislative requirements, this may include Home visits.
	2.	To assist in gathering information pertinent to assisting request for service from the customers and interpreting information inline with code of guidance to establish what Homeless duties may be owed.
	3	To assist in completing assessments of customer's circumstances in all cases, developing your understanding of the Homeless duty owed to the customer and understanding what written communication the Councils decision needs to be in accordance with the relevant legislation which is legally robust to withstand legal challenge.
	4	To assist in completing a Personal Housing Plan (PHP) with each customer where appropriate, compiling a tailored set of actions both the customer and staff will complete in order to prevent or relieve the customer's homelessness.
	5.	Assisting in ensuring all Homeless Applications are rigorously investigated, enquiries undertaken into an applicant's housing circumstances, issuing clear and robust decisions and duty notifications and careful consideration is to be given to the possibility of collusion and fraud.

	6.	Assisting in compiling information from different sources including legal, medical and financial information, and research and interpret legislation and case law, to ensure the provision of a professional, high quality casework service
	7.	Assisting to arrange suitable and appropriate temporary accommodation for homeless households that the Council has reason to believe a homeless duty is owed.
	8.	Ensure that an accurate detail record is kept of all case management in order to assist monitoring, including the Governments quarterly H-CLIC return and any statistical management information as required
	9.	Co work cases with experienced Homeless Prevention Officers with clients who exhibit aggressive or challenging behaviour, often on a one-to-one basis. This would include joint home visits with a professional
	10	Liaise with housing staff, other service teams of the Council, Registered Providers and a range of external organisations, partner organisations and agencies, Job shadow attending case conferences and care planning meetings as appropriate.
	11	Assisting to making any payments in accordance with Financial assistance policy seek approval from Grade J or above .
	12	Attend meetings with Homelessness Preventions Officer as directed by Team Leader as required (internal & external)
	13	To support the Local Authority in its duty to cooperate in relation to Safeguarding.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Apprentice Homelessness Prevention Officer**	NMW
Directorate / Service Area	**Adults, Health and Wellbeing**	**Housing and A Fairer Stockton-on-Tees**
Post Ref:		

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualifications	Minimum qualifications of English and Maths at Level 2 (equivalent to GCSE grade 4/C or above / Functional Skills Level 2)		Application Form Interview/Selection Process Pre-Employment Checks
Experience	Experience of dealing effectively with challenging situations.	Understanding of Safeguarding arrangements Experience of working with vulnerable clients and problem solving	Application Form Interview/Selection Process
Knowledge & Skills	Excellent Communication written and verbal skills. Good Negotiation skills. IT skills (Microsoft Word, Excel etc.) .	Knowledge of Homeless Legislation Customer service orientation	Application Form Interview/Selection Process

Specific behaviours relevant to the post	Demonstrate the Council's Values & Behaviours Non-judgemental and sensitive and responsive to individual needs. Adaptable and flexible approach. Ability to work on own initiative.		Interview/Selection Process

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE: **Adults, Health and Wellbeing**	**SERVCE AREA:** **Housing and A Fairer Stockton-on-Tees**
JOB TITLE: Apprentice Homelessness Preventions Officer	
GRADE: NMW	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Helen Pritchard – *Team Leader*	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health

Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		**NO**
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s2 A(8) 9		**NO**
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		**NO**

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.

Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		**No**
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		**No**

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		**No**
Confined Spaces - Safety Critical: Employee will be required to work in a **confined space** where specialist equipment or breathing apparatus is needed.		**No**
Working at Heights - Safety Critical: Employee will be required to work **at a height**.		**No**
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	**Yes**	**No**
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to **drive a Council vehicle** or **regularly transport** service users/clients/pupils in their own vehicle as part of normal duties.		**No**
Food Handlers: Employee will be preparing and handling food *Food Handlers Questionnaire to be completed and sent to Occupational Health*		**No**
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*		**No**
Lone Working (including Home Working): Employee will be required to work alone.	**Yes**	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) ***DSE Training and assessment should be completed on commencement – arranged by manager***	**Yes**	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:  Date: 17/11/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk