

EPPING FOREST DISTRICT COUNCIL JOB DESCRIPTION

| | | | |
|---------------------|--|-----------------------|----------------|
| JOB TITLE: | Homelessness Prevention Officer | POST NO: | COT13F |
| DIRECTORATE: | Communities | SECTION: | Options |
| GRADE: | 6 | CAR ALLOWANCE: | Casual |
| DBS CHECK | No | LEVEL: | N/A |

PURPOSE OF THE JOB: To support the work of the homelessness team by negotiating and working with potentially homeless people, families, private landlords, letting agencies and others to prevent homelessness.

DIRECTLY RESPONSIBLE TO: Assistant Housing Options Manager (Homelessness)

DIRECTLY RESPONSIBLE FOR: Nil

LIMITS OF AUTHORITY; See attached sheet.

MAIN DUTIES AND RESPONSIBILITIES:

(a) Service responsibilities:

1. Meeting with people at risk of becoming homeless and, wherever possible, preventing homelessness occurring by offering advice and assistance as appropriate.
2. Liaising with families, private landlords, letting agencies, mortgage lenders, Relate and others as necessary.
3. Completing detailed reports and maintaining records as directed by the Assistant Housing Options Manager (Homelessness).
4. To participate in homeless call out rota.

(b) Corporate responsibilities:

1. Managing own case loads to ensure targets are met.
2. To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council's Safeguarding Policy.

(c) Management responsibilities:

1. Managing own case loads to ensure targets are met.

(d) Responsibilities for Health and Safety:

1. General duty of care to colleagues and clients.
2. To consider health and safety issues when granting permission to tenants for improvements to property.
3. To comply with the Council's No Lone Visits procedure.
4. To undertake Safeguarding basic awareness training within 3 months of appointment.

- 5. To work in accordance with the Council's Health and Safety Policy.
- 6. Epping Forest District Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health and Safety at Work Act 1974:
 - "To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do."
 - "To co-operate with Epping Forest District Council in order to enable statutory requirements to be implemented".
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.

(e) Responsibilities for Finance: None

POLITICALLY RESTRICTED POST: No

REHABILITATION OF OFFENDERS ACT 1974: Exempt

Signed: _____ Date: _____
(Director of Communities)

Signed: _____ Date: _____
(Post Holder)

PERSON SPECIFICATION

POST TITLE: Homelessness Prevention Officer

POST NO: COT13F

| | | ESSENTIAL | DESIRABLE | ASSESSMENT METHOD (AF/I/ST/P) |
|------------|--|-----------|-----------|-------------------------------|
| 1. | Education, Training and Knowledge | | | |
| | <p>“O” Level (or equivalent) in English and Maths.</p> <p>Ability to undertake basic level Safeguarding training within 3 months of appointment.</p> <p>A working understanding of Housing and Homeless Law.</p> | E | D | AF/I |
| 2. | Experience | | | |
| | <p>Employment in housing or social welfare.</p> <p>Experience of debt management.</p> <p>Voluntary work such as agencies as CAB, Relate or Cruse.</p> <p>Some knowledge of Housing Law, benefits and mortgages.</p> | E | D | AF/I |
| 3. | What skills are required on appointment in order to carry out the job? | | | |
| (a) | <p><u>Oral Communication</u></p> <p>Able to communicate well with individuals at all levels, both in person and on the telephone and writing.</p> <p>Able to build good working relationships with other agencies and organisations and negotiate on behalf of clients.</p> <p>Able to deal with people in stressful situations, remain calm under pressure and mediate.</p> | E | | AF/I |

| | | ESSENTIAL | DESIRABLE | ASSESSMENT METHOD (AF/I/ST/P) |
|------------|--|-----------|-----------|-------------------------------|
| (b) | <u>Written communication</u> | | | |
| | Able to communicate well with individuals at all levels. | E | | AF/I |
| | Able to prepare formal case reports. | E | | AF/I |
| (c) | <u>IT skills</u> | | | |
| | Degree of computer literacy – experience of particular systems, software programmes. | E | | AF/I |
| | Knowledge of Word, Excel, OHM. | E | | AF/I |
| | VDU Defined User. | E | | AF/I |
| 4. | Expected Values and Behaviours | | | |
| | <u>Trust</u> Can be relied upon to complete a task. | E | | AF/I |
| | <u>Performance</u> Holds self and others accountable to high performance standards. | E | | AF/I |
| | <u>One Team</u> Able to work effectively within in a team in order to meet shared objectives. | E | | AF/I |
| | <u>Innovation</u> Able to give examples of where sought to improve new ways of working. | E | | ST/P |
| | <u>Customer</u> Able to demonstrate an ability to put customer at heart of everything, and to provide services that are tailored to the different needs of the communities. | E | | AF/I |
| 5. | What are the physical demands required to carry out the job? | | | |
| | Able to climb stairs as you will be visiting people in their own homes. | E | | AF/I |
| | Able to work outside in all weathers. | E | | AF/I |
| 6. | Other Requirements: | | | |

| | ESSENTIAL | DESIRABLE | ASSESSMENT METHOD (AF/I/ST/P) |
|---|-----------|-----------|-------------------------------|
| Able to drive with access to own vehicle and full clean driving licence in order to undertake home visits. | E | | AF/I |
| A satisfactory attendance record in accordance with the Council's Managing Absence policy, taking account of your individual circumstances. | E | | AF/I/R |

Signed: _____
(Director)

Date: _____

AF – Application Form
I – Interview
R - References

**EPPING FOREST DISTRICT COUNCIL
LIMITS OF AUTHORITY**

| | |
|--|---|
| Post No: COT13F | Post Title: Homelessness Prevention Officer |
| Authority: | Comments: |
| <p>Spending Control Officer</p> <p>For budgets and expenditure codes attaching to the post as set out in the Council's budget document and subject to direction by the Head of Service.</p> | N/A |
| <p>Authorised Signatory</p> <p>As set out in the schedule maintained by the Head of finance and updated from time to time by the Head of Service.</p> | N/A |
| <p>Financial Regulations</p> <p>As required by Heads of Service or as directed by the Council.</p> | N/A |
| <p>Delegated Authorities</p> <p>As determined by the Head of Service in accordance with the schedule of delegated authorities in the Council's Constitution.</p> | Advice and assistance to potentially homeless people |
| <p>Statutory Authorities</p> <p>As determined by the Head of Service and approved by Council specifically or as delegated.</p> | Compliance with the provisions of the Housing Act 1996 Part VII as amended by the Homelessness Act 2002 |
| <p>Signing of Correspondence</p> <p>As determined by the Head of Service in any relevant category of correspondence.</p> | Authorised to sign correspondence in respect of homelessness prevention issues |
| <p>Supervisory/Managerial</p> <p>As determined by the Head of Service.</p> | N/A |