

# **EPPING FOREST DISTRICT COUNCIL**

## **ROLE PROFILE**

**JOB TITLE:** Senior Homelessness Officer

### **PURPOSE OF THE JOB:**

The primary function of the Senior Homelessness Officer is to prevent homelessness by helping clients retain their current accommodation and, where this cannot be achieved, provide access to a range of suitable alternative housing options fulfilling the Council's statutory obligations as set out in the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.

You will be responsible for organising the day to day work of the team providing advice and support to homelessness officers while also carrying a caseload of your own. You will assess customers housing needs and wishes in line with the Homelessness Reduction Act 2017, producing and agreeing a personalised housing plan which you will keep under regular review until a long-term, sustainable housing solutions is secured.

You will work holistically with clients on both their short-term housing needs as well as their longer-term aspirations. You will manage a caseload, drawing in support and assistance from other statutory and voluntary organisations as appropriate to help customers achieve their housing goals and increase their life opportunities moving forward.

Together with your colleagues, you will work proactively with local advice, support and accommodation providers to promote the use of the private rented sector, as a viable alternative to social rented housing, in order to encourage independence, improve housing conditions, prevent homelessness, provide settled housing solutions and reduce the use of temporary accommodation.

### **KEY RESPONSIBILITIES**

#### **Corporate**

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for the community, partners and the Council.

#### **Service**

Working with the Homelessness Team Manager, contribute to and implement a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches, where work is of high quality and achieves objectives, through effective performance and risk management.

Deliver robust homelessness services in accordance with legislation and Council Policy including specialist advice across a whole range of complex issues such as housing, welfare benefits, financial wellbeing and employment referring clients to specialist agencies and departments for additional assistance.

Be proactive and deliver innovative, tailored solutions to meet housing need using a variety of means including activity to secure good quality, affordable private rented accommodation through the Council's private sector access schemes.

Maintain a thorough and up to date understanding of homeless legislation, Landlord and Tenant

Law, The Housing Act 1996 (as amended), the Homelessness Reduction Act 2017 and welfare benefit regulations.

Be responsible for organising and monitoring the Homelessness Officers' activity and caseload making sure customers receive high quality, timely advice and assistance in line with statutory responsibilities and agreed Homelessness Team Service Standards.

Ensure the accurate collection and analysis of data and information relating to the work of the Homelessness Team to assist the monitoring of performance, forecast future need for the service and implement agreed service improvements.

Conduct interviews with applicants under Part VII of the 1996 Housing Act as amended to undertake comprehensive investigations of both housing advice and homeless approaches in accordance with statutory legislation, guidance and good practice and compile long detailed S184 decisions which require lengthy periods of concentration.

Participate in a 24 hour on call rota tailoring questions dependent on the presenting situation in order that you gather sufficient information to make a judgment and decide whether or not provide emergency accommodation.

Contribute to the development and implementation of a digital focus across processes and service delivery.

Maintain professional competence and keep abreast of developments through research and reading, attendance of courses and briefings, and the use of established networks, ensuring all policies and procedures are updated to reflect such changes.

Ensure that key areas of the Team's performance, agreed in consultation with the Housing Solutions Manager and/or Senior Housing Solutions Team Leader, are monitored and the results reported regularly in the agreed format

Provide representation at user groups and manage partnerships with key stakeholders.

Provide cover for the Homelessness Team Manager in their absence as is required by the Service Director.

You may be required to attend off site meetings either by public transport; or having access to your own vehicle; or if available, a council vehicle.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

## SKILLS/KNOWLEDGE/ATTRIBUTES

<b>Education</b>	<p>Relevant professional degree/qualification or demonstrable equivalent work experience indicating an aptitude for mathematics and the English language.</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
<b>Experience</b>	<p>Worked within an organisation of comparable scale and complexity; either a local authority or RSL, preferably in a homelessness service area.</p>
<b>Knowledge &amp; Skills</b>	<p>You must have a working knowledge of relevant legislation including Landlord and Tenant Law, the Housing Act 1996 (as amended) the Localism Act 2011, Welfare Reform Act 2012 and the Homelessness Reduction Act 2017 including the related Codes of Guidance.</p> <p>Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>The ability to adhere to and explain council policy and basic housing law commensurate with the role.</p> <p>An understanding of the current issues facing local government and possess a degree of political sensitivity.</p> <p>A good understanding of the use of technology for the delivery of modern and streamlined services and processes</p>
<b>Behaviours</b>	
<b>Trust</b>	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p>
	<p>Self-aware and understands how own style and behaviour impacts on the performance of others.</p>
<b>One Team</b>	<p>Demonstrate strong emotional intelligence and resilience.</p> <p>Evidence effective communication contributing to a strong team performance.</p> <p>Collaborative approach to knowledge sharing across teams.</p>
<b>Performance</b>	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of</p>

	professional development.
<b>Innovation</b>	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
<b>Customer</b>	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community involvement.</p>
<b>Other Requirements</b>	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>Ability to attend meetings outside normal working hours</p> <p>Able to assist homeless applicants out of hours, as dictated by a Duty Rota or as otherwise directed.</p> <p>Able to attend meetings or events etc. where public transport does not exist or is limited.</p>