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**Homeless Options Advisor**

**Reports to: Homeless Options Manager**

**Department: Strategic Housing**

**Responsible for - Directly: 0**

**Working environment: HYBRID – Novus Centre / homeworking to meet business need**

**Working hours: Full time / Part time**

**Contract type: Permanent**

**Purpose of role**

* Supporting the delivery of the Council’s priority objectives as expressed through the Plan
* To take a holistic view of the causes of housing problems and work with the customer and other agencies to help solve the individual’s housing problem, with the aim of identifying a long-term solution to prevent the problem re-occurring in the future
* Promoting the values and principles of the Council in the delivery of services and engagement with our local communities
* To contribute to the development of the service business and work plans
* Working collaboratively across the organisation to deliver services
* To contribute towards supporting the organisation’s continuous improvement and values and embed this within the culture of the organisation
* To contribute to ensure that services are based on an understanding of customer demand and designed to meet customer needs

**Key result areas:**

* To understand the Corporate Plan priorities and values and contribute to the delivery of these in the provision of high quality services to local residents and communities
* Work across the Council to achieve goals and contribute to the delivery of the Council’s objectives
* To contribute to the collection and maintain systems to enable production of relevant and up to date key performance indicators (KPI’s), local performance indicators and activity/demand data
* To contribute in providing data collection to assist in the completion of statutory returns to Government and/or Government Agencies
* To continually improve operational and personal performance.
* Actively encourage, motivate and support others to meet the objectives of the service
* Ensure that you comply with health and safety legislation and Council policies
* Actively promote equal opportunities and value diversity as both an employee and as a direct service provider, fostering a culture of fairness, equality and respect
* Any other work required and as directed within the confines of the existing grading and post

**Main responsibilities**

* To work as part of a team to deliver a comprehensive and highly customer focused Housing Options Service ensuring that customers are seen in line with agreed systems in a consistent, professional and open manner, ensuring all policies and procedures are adhered to
* To ensure that the statutory duties are fulfilled through the provision of advice and homelessness services
* Make decisions on homelessness or housing need in accordance with the law, policies and procedures operating with the department
* Attend case conferences involving a range of partners to deal with a range of issues involving customers
* To contribute and support the effective liaison and joint working with the Adult Services, Children’s Services, the Early Help Hub, voluntary sector agencies and any other partners
* To ensure support is provided for vulnerable customers whether due to mental or physical ill-health and to liaise closely with the appropriate key workers in other agencies such as Primary & Community Health Care, Mental Health or Occupational Therapy
* To attend and contribute to section and departmental training, as required, and to keep up-to-date on changes in law, regulations, benefit changes etc.
* Assess the need for temporary accommodation, including Bed and Breakfast, where appropriate.
* To assess applicants for Housing With Care schemes including visiting and assessing the applicants care and support needs in order to produce the appropriate and correct allocation
* A assess affordability for the variety of housing options available
* To carry out full advice and assistance interviews with customers and assess their housing need. Also to work with the client to prevent an emergency situation arising and identify a sustainable housing option.
* Ensuring that effective and early housing advice is available to customers to ensure that preventative actions and decisions are taken to reduce homelessness.
* Any other work required and as directed within the confines of the existing grading and post

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Exercise discretion, judgement and confidentiality when dealing with service users and officers at every level across the Council
  2. Up to date knowledge and understanding of housing legislation relating to housing options services including an excellent understanding and practical application of the Homeless Reduction Act 2017. Knowledge of legislation including welfare benefits and immigration.
  3. Knowledge of safeguarding issues in respect of vulnerable adults and children
  4. Proven ability to provide balanced advice and guidance on a range of issues in a pressurised environment
  5. Ability to demonstrate a commitment to customer care and motivating others to do the same
  6. Ability to demonstrate negotiation and problem solving qualities
  7. Proven ability of excellent communication skills
  8. Proven ability to work as part of a team
  9. Proven ability to present information in a legible and logical manner

1. **Qualifications & Skills**

**Essential**

* 1. Good standard of education including levels of numeracy and literacy
  2. Excellent IT skills, including Excel, Word, PowerPoint, financial information systems and homeless IT systems such as Locata.
  3. Excellent interpersonal skills along with the ability to work with colleagues at all levels in a consistent, courteous and sensitive way

**Desirable**

* 1. Driving licence
  2. Evidence of CPD
  3. Relevant housing qualification

1. **Personal Qualities and Attributes**
   1. Self-awareness
   2. Openness and honesty and integrity
   3. Personal resilience
   4. Fairness and consistency
   5. Flexibility and enthusiasm to adapt to new ideas and initiatives
   6. Calm under pressure
   7. Flexible approach to working hours and duties and high level of enthusiasm
2. **Behaviours**
   1. Effective and open communication.
   2. Work together.
   3. Taking Personal Responsibility.
   4. Putting Great Yarmouth first.
   5. Respecting others.
   6. Embracing change.
3. **Additional requirements**
   1. Participating in the out of hours on call rota, taking and dealing with telephone calls as appropriate including arranging bed and breakfast accommodation as necessary.