

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

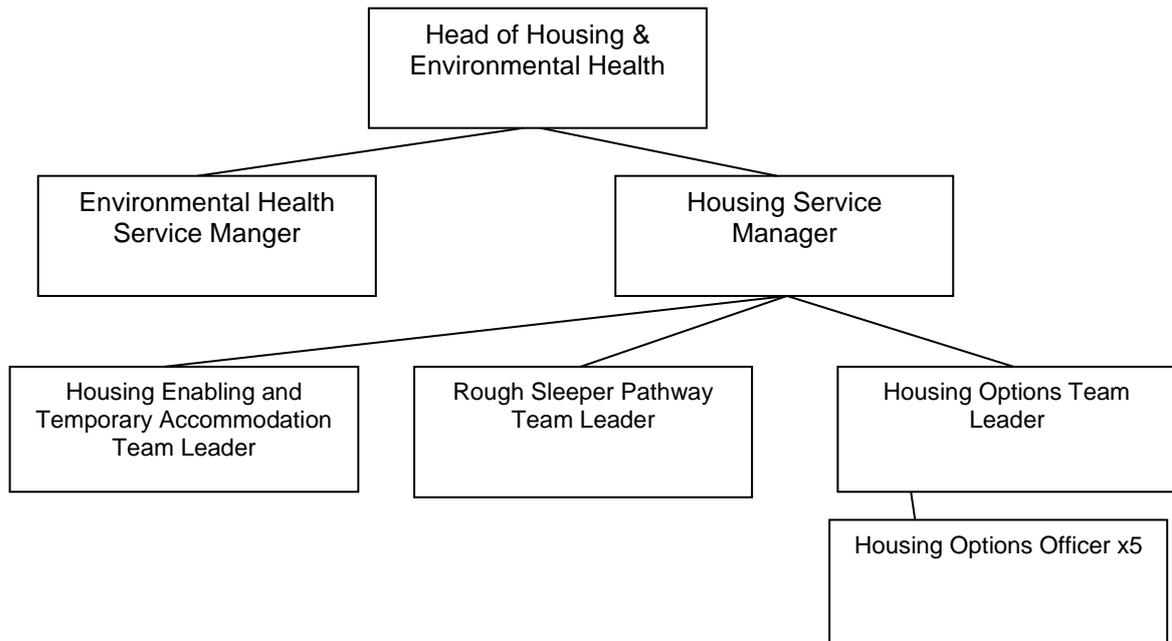
## Job Accountabilities

<b>Job Title:</b> Housing Options Officer	<b>Job number:</b> CP0179
<b>Service Area:</b> Housing Services	<b>Team:</b> Housing Options

## JOB PURPOSE

To see customers in relation to housing issues and understand their needs, provide advice and seek solutions. To deliver an effective and efficient Housing Options, Homelessness Prevention and statutory Homelessness service in order to meet the Royal Borough's responsibilities.

## POSITION WITHIN SERVICE STRUCTURE



## **JOB ACCOUNTABILITIES**

### **Service delivery accountabilities**

- To deliver an excellent customer service which provides the customer with an appropriate and suitable solution to their housing issues and ensures a high level of customer satisfaction.
- To provide housing advice face to face, by phone and online in relation to housing options and prevention enquiries to customers in any of the building used by the Royal Borough to deliver customer services.
- To carry out home visits in cases of parental / relative eviction
- To conduct outreach visits at customers home, prison, hostel, hospital or any other locations in-line with documented procedures
- To assess all homelessness approaches within the Homelessness Reduction Act 2017, Part VII of the Housing Act 1996 and the Localism Act 2011 including cases for acceptance, refusal or referral to other Authorities.
- To make relevant decisions and issue legally correct decision letters in accordance with the timeframes set out with the HRA 2017 and the housing Act 1996 Part VII
- To provide expert advice and assistance to stakeholders, advocates and customers experiencing housing issues particularly those living in the private rented sector, and to be proactive in the prevention of homelessness.
- To negotiate to resolve landlord/tenant disputes, seeking to conciliate wherever possible and ensuring that all relevant parties are aware of their rights, responsibilities and remedial options.
- Achieve individual performance objectives, targets and service standards and contribute to the achievement of team plan objectives and targets.
- Manage a caseload and maintain accurate and detailed case file records. In addition, manage priorities and meet individual and service performance targets and deadlines.
- Update and record information accurately and in a timely manner as required, according to guidance and established procedures. Ensure customer and management information is accurate and up to date at all times
- Deliver training and awareness to stakeholders, colleagues and partnership organisations where required
- Participate in the provision of the 'out of hours' homelessness service on a rota basis (from 5.00pm to 9.00 am Monday to Friday and 5.00pm Friday to 9.00am Monday) .
- To support the Senior Housing Options Officer as required
- To carry out any other duties as directed in line with the grade
- security of tenure, rights of occupation, eligibility for benefits to maximise income and all aspects of housing to provide a comprehensive service. This requires in-depth knowledge of housing law and of a wide range of welfare benefits.
- Adhere to Council financial regulations, particularly where homelessness and fraud prevention is concerned.
- Promote effective working relationships with internal departments and external agencies, following referral procedures, protocols and processes with internal departments and external agencies.
- Attend any meeting, including those out of hours as required to represent the Council.
- To undertake ongoing professional development and actively participate in training sessions. Keep up to date with legislation, case law, best practice and council policies and procedures and initiatives and train stakeholders as appropriate.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>4 GCSE's including Maths &amp; English</p> <p>Educated to A-level / NVQ Level 3 or experience in relevant field.</p>	<p>Project management training</p> <p>Housing Qualification attained or currently being studied</p>	<p>Interview</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>A comprehensive understanding and awareness of housing issues, and of government policy relating to homelessness.</p> <p>A sound working knowledge of the HRA 2017, Housing Act 1996 Part VII and Localism Act 2011</p> <p>Experience of interviewing people who are under stress, emotional and/or living in unsatisfactory housing conditions.</p> <p>Proven ability to manage difficult situations remaining calm, friendly and professional</p> <p>Excellent verbal and written communication</p> <p>Experience of working successfully in partnership</p> <p>Extensive experience of working in confidential situations with an understanding of when and how to share sensitive information with customers and relevant agencies.</p>		<p>Interview/skills setting</p>

	Experience of analysing data and information and presenting the same in formal reports		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	Demonstrable ability to travel to sites around the Borough in an efficient manner.  Enhanced DBS	Clean Driving Licence	Interview/skills setting
Politically restricted post No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.