

**Job Description**

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| **Department** | **Adult Services / Bolton Integrated Care Partnership** |
| **Job Title** | Housing Options Officer (Rough Sleeping) |
| **Grade** | Grade F |
| **Primary Purpose of Job** | To assist and support the delivery of a high-quality Housing Options & Advice Service for homeless persons, those threatened with homelessness and others in housing need.  Provide for all aspects of homelessness and housing advice casework from contact / initial application, assessment, decision, provision / securing of prevention and relief assistance through the delivery of statutory homelessness prevention, relief and other assistance via related policies and practices. (With primary focus on Rough Sleeping Strategy – Rapid Rehousing Pathway Local Lettings Agency activity as detailed in appendix A)  To assist vulnerable customers to access and engage in services; offering advice and support on all options; advocating and negotiating on behalf of customers; and work closely with other agencies externally & internally in order to provide options, prevent and relieve homelessness and to provide for the needs of households. |
| **Reporting To** | Housing Options Team Leader/Service Manager |
| **Direct Staffing Reports** | N/A |

**Main Duties**

**1 ASSESSMENT AND ASSISTANCE**

In order to fulfil relevant duties including prevention and relief of homelessness within scope of all relevant legislation, policy, and practice: receive enquiries; obtain necessary information from; undertake assessments of; and develop plans for customers seeking advice & assistance with housing related matters including homelessness, in various settings/locations as directed. Provide advice, options and assistance including via liaison, negotiation and advocacy with other services and agencies as appropriate in order to meet their need.

**2 TECHNICAL ADVICE**

To have a working knowledge of housing, homelessness and related legislation; associated Code(s) of Guidance, local policies & procedures; and have an awareness of changes in legislation, policy guidance and current practice with regard to all the issues around housing & homelessness. Keep up to date with changes to relevant policy. law and practice. Develop and maintain a thorough knowledge and understanding of related service provision and processes locally.

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| **3** | **WORKING WITH CUSTOMERS**  To actively work, liaise and negotiate with internal and external customers / agencies (including private and public sector landlords) to: prevent and relieve homelessness; increase awareness of relevant legislation; promote good practice; and where necessary instigating multi-agency case meetings on potentially difficult and complex cases.  To support and encourage customers (including those who may be homeless) through appropriate techniques and mechanisms in order that they: take responsibility for and engage in actions to address their own housing and other needs as appropriate; and are assisted with maintaining or securing suitable accommodation including through negotiation with support services to sustain successful outcomes. | |
| **4** | **PROVIDING ADVICE AND INFORMATION** | |
|  | To represent the Council and the service ensuring collaborative case-working, contributing to service development, and reporting on progress to management in all liaison and work with internal and external services / agencies on matters concerning housing options & homelessness within the Borough. | |
| **5** | **REPRESENTING THE SERVICE** | |
|  | To represent the Council and the service ensuring collaborative case-working, contributing to service development, and reporting on progress to management in all liaison and work with internal and external services / agencies on matters concerning housing options & homelessness within the Borough. | |
| **6** | **MONITORING** | |
|  | To check and maintain all case file records in good order, ensure data base records are accurate & up to date, and prepare & provide required case work monitoring and management information as required in good time.  To assist in the preparation of any reports, statistical returns or analysis required concerning relevant aspects of Homes for Bolton & related services.  To assist in monitoring the satisfactory re-housing of customers in compliance with legislation / Code(s) of Guidance and Council policies | |
| **7** | **UNIQUE REPORTS / LETTERS** | |
|  | Dealing with correspondence to and from internal / external customers including Councillors and MPs, other Departments and agencies concerning case work and related matters. | |
| **8**  **9**  10 | **DEVELOPING THE SERVICE**  Highlight emerging trends and issues with team leaders and management and engage in work to contribute to the development of services and procedures to better meet customer and policy needs.  **CASH**  To assist in administration of small cash float including for customers' travelling expenses, emergency accommodation or collection of fees for printed material  Such other duties as are consistent with the objectives of the post and as may be required from time to time by the Head of Service. | |
| **Date Job Description prepared/updated:** | | **AUGUST 2022** |
| **Job Description prepared by:** | | **Housing Options & Advice Services Group Manager** |

**Person Specification**

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| **Department** | | | **Adult Services / Bolton Integrated Care Partnership** | | | |
| **Job Title** | | | **HOUSING OPTIONS OFFICER – ROUGH SLEEPING** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](#) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Knowledge of relevant legislation, policy, and guidance | | | | | Application Form/Interview |
| 2. | Understanding of housing needs, Private Rented or Public Rented Sector and homelessness issues | | | | | Application Form/Interview |
| 3. | Ability to interpret and apply legislation, policy, and guidance | | | | | Interview |
| 4. | Ability to make decisions / recommend appropriate action, advice, and assistance on cases where households may have complex circumstances | | | | | Interview |
| 5. | An awareness of the potential conflict of interest and political sensitivity involved in decisions and actions taken | | | | | Interview |
| 6. | Able to communicate effectively with individuals and groups internal and external of the council at all levels both verbally and in writing | | | | | Interview |
| 7. | Excellent customer contact, interviewing and relevant skills in order to encourage customers to adopt a particular course of action | | | | | Application/Interview |
| 8. | Demonstrate effective organisational skills, with the ability to plan, develop and prioritise work to meet deadlines and changes in priority | | | | | Interview |
| 9. | Ability to work as part of a team and under own supervision using initiative. | | | | | Interview |
| 10. | Demonstrate the ability to network effectively with a wide variety of agencies and to negotiate e.g. on behalf of customers and influence decisions and access to services. | | | | | Interview |
| 11. | Knowledge, understanding & practical awareness of Safeguarding children & vulnerable adults | | | | | Interview |
| 12. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | | Interview | |
| 4. | | This post is subject to [an enhanced / a standard] disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | | | Interview | |
| 5. | | This post has been designated an essential car user post. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| 1. | Knowledge of Housing Law | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | 2 years’ experience of conducting in depth interviews | | | | | Interview |
| 2. | 2 years’ experience of working in a housing related area | | | | | Interview |

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| **Date Person Specification prepared/updated** | **August 22** |
| **Person Specification prepared by** | **Housing Options & Advice Services Group Manager** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.







**Appendix A**

**Housing Option Officer – Rough Sleeping**

Bolton Council recieve funding aimed at tackling rough sleeping, through the Government’s Rough Sleeping Initiative (RSI) and Greater Manchester funding to deliver rough sleeper targeted accommodation under the ABEN (A Bed Every Night) scheme. The approach provides for rough sleeping outreach, navigator support and assistance in securing alternative accommodation.

**Primary Purpose:**

* Provide key worker role in supporting rough sleepers through key transitions and engagement into longer term settled accommodation, where necessary develop working relationships with landlords and maximise opportunities for access and maintain private rented accommodation.
* Work closely with partner agencies to provide a co-ordinated response to rough sleepers to address their accommodation, health and well being.
* Work flexibly across the week and at times supporting early morning and evening outreach as appropriate to maximise engagement.

**Main duties:**

* Work with other rough sleeper and housing options roles to assess rough sleepers accommodation needs in order to secure and match people to suitable accommodation and in particular private rented accommodation.
* Undertake regular liaison and outreach with tenants and landlords to find, secure and maintain placements of rough sleepers in accommodation in collaboration with other agencies and workers.
* Empower and support clients to take responsibility for their own personalised support plan and use of personalised budgets across a range of sources to support.
* Provide support to clients through key transitions including into temporary and other accommodation and work with them to establish longer term support mechanisms appropriate to individual needs.
* Work to establish longer term mechanisms including relationships with landlords and other support agencies to support the sustainability of accommodation secured for former rough sleepers.
* Maintain all case records and monitoring information in a timely manner, and ensure completion of all necessary RSI performance and monitoring returns as required.

**Work related circumstances:**

* Due to the requirements of the role there is an expectation that the post holder will be required to work flexibly throughout the week and occasionally weekends in order to develop good engagement with rough sleepers / former rough sleepers and landlord liaison to best support tenancies. Where this is required appropriate time off in lieu or overtime will be paid up to a maximum of time and a half.