

# Homelessness Prevention Officer

| Service         | Reporting to      | Location                      | Grade |
|-----------------|-------------------|-------------------------------|-------|
| Housing Options | Principal Officer | Salford Civic Centre, Swinton | 3A    |

## About the role

- This role is about contributing towards the delivery of an effective and efficient Housing Options Service by providing a face to face and telephone service to customers. The role of a Homelessness Prevention Officer involves providing customers with housing advice with a strong focus on preventing homelessness, and where homelessness cannot be prevented to assist with finding alternative accommodation, and making decisions in line with homelessness legislation when required.
- To assist in managing demand for housing by managing customer expectations while offering advice and assistance and housing options, acting as a caseworker to customers who approach the council with a housing need and directing them to a solution. Where appropriate, this includes assisting clients to retain their existing accommodation or giving the full range of alternative housing options.
- To conduct full enquiries and make decisions under the homelessness legislation on the council's duty where the client is homeless or threatened with homelessness, ensuring the council meets its statutory duties with reference to the Housing Act 1996 parts 6 and 7, the Homelessness Act 2002 and the Homelessness Reduction Act 2017, taking into account the relevant Codes of Guidance and case law.
- To liaise with other organisations, agencies and service providers as appropriate including Childrens' Services, Adult Social Care, police, Welfare Rights and Debt Advice, Housing Benefit Service and landlords in order to prevent homelessness or sustain future accommodation.
- To liaise with accommodation providers across a range of tenures to secure suitable offers of accommodation for customers, ensuring that the appropriate paperwork is issued.
- To maintain detailed and accurate records of all customers' applications including both applications to the housing register and applications made under the homelessness legislation, ensuring that records are kept up to date and the necessary correspondence sent.
- To undertake home visits and visits to other locations such as hospitals and prisons as required; to attend at different locations across the city to provide advice surgeries as required.

## Key outcomes

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- You will reduce the number of households made homeless by helping them to stay in their existing accommodation.
- You will reduce the number of households going into temporary accommodation by helping them to remain in their accommodation or by assisting households into alternative accommodation before the need for temporary accommodation arises.
- Where it is not possible to prevent homelessness and a household moves into temporary accommodation, you will reduce the length of time spent by households in temporary accommodation by assisting with finding suitable settled accommodation for households to move on to.
- By reducing the length of time that households spend in temporary accommodation you will be improving the health and wellbeing of those homeless households.
- By identifying the support needs of homeless households and referring to appropriate support services you will help homeless families from becoming homeless again in the future.
- You will contribute towards the reduction in the number of rough sleepers in the city by offering advice and assistance in finding accommodation to all households regardless of the statutory duty they might be owed.

## What we need from you

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- To model and demonstrate our values and behaviours.
- Excellent communication skills – verbal and written
- Ability to work methodically, applying problem solving skills
- Ability to understand and explain detailed information
- Ability to work under pressure, prioritising workload, managing multiple demands and a busy workload whilst meeting deadlines
- Ability to work unsupervised and at times alone, using own initiative
- Interviewing skills
- Ability to negotiate and mediate appropriate solutions
- Proficient in use of IT including Microsoft Word, Outlook and Excel
- Demonstrates a desire to take ownership of own area of work
- Ability to develop strong relationships and joint working to improve outcomes for homeless households
- Ability to work with people to resolve their housing issues in a way that enables homeless households to seek their own solutions
- Demonstrate a commitment to making the best use of resources available to resolve the housing needs of clients presenting to the service

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteofapprenticeships.com/) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](https://www.ideasalford.com/) website.

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

### Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: