Your job

Job Title: Homelessness Solutions Officer

Service: Homelessness Solutions Team

Grade: G7

Reporting to: Senior Homelessness Solutions Officer

The Homelessness Solutions Team provide advice and assistance to people threatened with homelessness or experiencing homelessness. You will work directly with a wide range of clients to carry out homeless assessments and identify longer term housing solutions. You will undertake assessments under homeless legislation, fulfilling the Local Authority's duty under the Homeless Reduction Act whilst ensuring you deliver an excellent customer focused approach, focusing on customers strengths to quickly identify and achieve solutions. You will hold a caseload and will work in partnerships with your clients, focusing on managing expectations and delivering solutions. You will be expected to quickly develop rapport with clients and co-produce Personal Housing Plans with clear and achievable goals, to focus clients on achieving suitable accommodation options.

You will also develop excellent relationships with colleagues across a variety of agencies, with a focus on homeless prevention. You will also provide creative and practical support to assist people in achieving move on options by liaising with providers and acting as an advocate for individuals in securing accommodation.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance

in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Deliver the Local Authority's legal duty under Homeless Reduction Act by undertaking Homeless Assessments, with a focus on prevention of homelessness and undertake associated responsibilities as per the legislation.
- Taking an asset-based approach, work with customers to develop a Personal Housing Plans, providing ongoing support to the individual to navigate the plan and ensuring through regular reviews that the plan is accurate and updated.
- Work directly with clients to quickly build up relationships, enabling you to manage their expectations surrounding their 'Move on' Options, and identify any support needs to help them sustain future accommodation.
- Taking a proactive and innovative approach act as an advocate for your client to assist them in securing accommodation, liaising with accommodation providers.
- Motivate and empower clients to engage in activities within their communities, to share and develop their skills, with a focus on sustainment of future accommodation, and making a positive contribution to their local community.
- Build up excellent relationships within a network of partner agencies to prevent homelessness where possible, using initiative and imagination to ensure you maximise prevention opportunities.
- Work with community resources and provide education around homelessness to deliver innovative and high-quality homeless prevention opportunities.
- Provide support in key locations such as the hospitals, prisons and other areas at significant risk of homelessness.
- Deliver a high standard of advice to customers, landlords and partners regarding multi tenure housing options.
- Provide timely and appropriate support to individuals who need temporary accommodation.

- Ensure that individuals are able to transition to the most appropriate accommodation in the community, identifying and tackling any risk factors to future sustainability.
- Identify and report back to the Homelessness Partnership, any changes in services in the wider system which are needed to improve homeless prevention opportunities and reduce crisis.
- Participate in project work with other Local Authorities including work across the Greater Manchester Combined Authority.
- Manage financial transactions in relation to personal budgets, securing accommodation for your clients and any other associated costs as deemed appropriate.
- Be responsible for your own performance management targets and contribute to the performance management of the area of business and report back to the Partnership.
- Dealing with correspondence to and from internal / external customers including Councillors and MPs, other Departments and agencies concerning case work and related matters.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

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In this job you will need:

You must be able to demonstrate the following essential requirements:

- A Level 4 qualification in a relevant field or proven relevant experience in a similar field.
- A detailed knowledge of the legislation surrounding homelessness and the challenges involved in preventing and relieving homelessness.
- Experience of working directly with customers in challenging and complex situations.
- Excellent interpersonal skills and the ability to quickly establish relationships and build trust across a range of customers, partners and stakeholders.
- Ability to deliver complex information in a simple and relevant way.
- A proactive and positive attitude, with an ability to deliver a solution focused approach to a range of complex situations.
- Ability to keep detailed notes, manage outcomes and develop personal housing plans.
- Ability to work out of hours if required.
- Excellent oral and written communication skills.

- Effective organisational skills.
- Ability to use IT and a variety of software programmes.
- Ability to work under pressure, remaining calm and using initiative to make decisions in a fast-paced environment, ensuring customers remain the priority.
- To take part in a rota delivering out of hours assistance for emergency homeless applications.
- A current valid driving licence or the ability to travel across the borough to meet the needs of the service.
- Ensure you adhere to data protection, information sharing arrangements and local safeguarding policies.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."