



Your job

Job Title: Homefinder Officer

Service: Allocations and Accommodation Team

Grade: G6

Reporting to: Senior Homefinder Officer

The Allocation and Accommodation team match households and family's needs making best use of the full range of housing stock that is available particularly properties that have adaptations. The Home finder officer must assist in making the best use of the adapted housing stock which is available and demonstrate a saving to public purse, through focused intervention with customers with specific requirements, assessing needs, providing advice, support and rehousing options. You will be responsible for working as part of a team to seek alternative accommodation for individuals and families who are facing housing issues to allow them to reach their full potential and lead independent lives.

Mandatory Statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) 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.

In this job you will:

In the next 12 months you will:

- Develop plans for future intervention.

- Contribute to the development and review of policies and procedures relevant to the service area.
- Collect, collate and analyse data, in conjunction with Wigan Council, showing the potential savings made a result of moving people into more suitable accommodation across a range of services.

On an ongoing basis you will:

- Receive and action referrals from other agencies which indicate a tenant's current property is unsuitable.
- Visit current tenants and assess their individual requirements before making recommendations.
- Make recommendations to the Senior Home Finder officer in line with the allocations policy to reflect the needs of the customer.
- Liaise with Wigan council and other agencies to monitor the waiting list for specialist services and accommodation in the borough.
- Liaise with and/or carry out joint visits as necessary with other partners in helping to resolve the housing needs of a customer.
- Establish and make networks with partner agencies to ensure that a holistic approach is taken to case resolution.
- Work in conjunction with other teams across the organisation to facilitate a move within available council stock.
- Regularly monitor and evaluate the processes through updating and maintaining accurate records and electronic filing systems
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- NVQ Level 3 in a field relevant to the job description or equivalent experience relevant to the role.
- A full valid UK driving license and use of car for business purposes.

- 2 years' experience of working in a relevant housing or support organisation.
- 12 months experience of working with people who have complex needs.
- Excellent communication skills both verbal and written.
- Excellent decision making skills and ability to ask the right questions, break down problems and come up with innovative solutions.
- The ability to build positive working relationships with customers and professionals sensitively providing advice on the best course of action.
- IT skills with the ability to work with a range of software packages.
- The ability to work on their own and as part of a team.
- Motivation and enthusiasm to learn new skills work flexibly and respond positively to change
- Excellent interpersonal skills and the ability to handle sensitive issues with tact.
- The ability to make sound judgments based on establishing all of the factors involved in a case.

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. ”