

JOB DESCRIPTION



POST TITLE: Housing Options Officer

POST NUMBER: HO03

GRADE: G

RESPONSIBLE TO: Housing Options Manager

KEY CORPORATE ACCOUNTABILITIES:

1. To provide a professional housing advice, housing waiting list, and homelessness service to those in need of affordable housing as per the Housing Act and Homelessness legislation.

KEY SERVICES ACCOUNTABILITIES:

1. To provide a high level of service delivery taking account of Council's policies and procedures and to promote a culture of customer focus.
2. To contribute to service development in co-operation with other colleagues and the Housing Options Manager.
3. To maintain Devon Home Choice policy and procedures within a defined area of Mid Devon.
4. To attend home visit and other venues as appropriate to provide a housing advice service to members of the public.
5. To maintain an up-to-date knowledge and awareness of legislation and case law relating to the duties of the post holder.
6. To interview and assist those persons who believe themselves to be homeless or threatened with homelessness giving advice on their housing options.
7. To interview and assist those persons requiring housing advice, giving advice on their housing options as required under the Housing Act.
8. To help prevent homelessness by directing applicants to the appropriate advice and assistance.
9. To make formal decisions on homeless applications.
10. To make formal decisions on Devon Home Choice applicants.
11. To ensure that Bed and Breakfast accommodation, short life and other temporary accommodation is available to meet the needs of those who are homeless.
12. To allocate temporary accommodation in accordance with the Housing Act legislation.

13. To maintain regular contact with Housing Associations and other providers of affordable housing and assist them with the Devon Home Choice management of vacancies as appropriate.
14. To support the Housing Options Manager in project work, as appropriate; this may include working on research to inform the Housing enabling role. .
15. To undertake visits, as required, to determine housing needs and prepare housing plans
16. To prepare homelessness and lettings statistics.
17. To serve Notices upon applicants in temporary accommodation.
18. To attend court as and when required
19. To deal with routine correspondence and telephone enquiries relating to the activities.
20. To undertake all relevant training required.
21. To deputise for the Housing Options Manager as appropriate.
22. To undertake other duties commensurate with the grade of the post.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the post-holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

HOUSING OPTIONS OFFICER (GENERIC)

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• A Good standard of education including English and Maths • Experience of working with the public in an advice-giving capacity or in a customer-orientated work environment. • A working knowledge of Homeless legislation and case law. • A working knowledge of Housing legislation.	• Experience of working in the social housing sector. • Knowledge of welfare benefits and other relevant housing law.
Skills:	• Good administrative skills with a demonstrable ability to manage a diverse workload. • Competent in the use of computer systems and word processing packages. • Ability to write letters, memos, and file notes to a high standard with minimal supervision. • Ability to understand and interpret financial information.	• Knowledge of other computer applications e.g. spreadsheets, databases. • Report writing skills.
Personal Attributes:	• Ability to work to tight deadlines. • Ability to identify and resolve problems sensitively and effectively. • Be able to work flexibly as part of a team. • Have good inter-personal skills with a focus on customer care. • An understanding of equal opportunity issues.	
Special Requirements:	• Must be able to drive and have daily use of a vehicle. • Must be able to attend occasional evening meetings.	

	• A willingness to respond to homeless emergencies out of hours	
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May 2018