

Designation:	Housing Advice officer
Grade:	Stroud 4
Hours:	14.5
Location:	Council Offices Ebley Mill
Job Purpose:	To carry out the councils statutory duties under the housing act 1996 and the homeless reduction act 2017.
Responsible to:	Senior Housing Advice Officer
Responsible for:	N/A

KEY DUTIES

- Undertake interviews and operational prioritisation procedures related to maintaining the Housing Register within HomeseekerPlus- the county wide choice based lettings scheme-, monitoring adverts placed by partner social landlords (Registered Providers) and allocating the Council's own stock
- Investigate and make decisions on all aspects of homelessness applications under the relevant legislation, guiding Housing Advice assistants, recording and monitoring data for government statistical returns, B&B/temporary accommodation placements.
- Assist the Homelessness Prevention Officers in all aspects of homelessness prevention and delivery of the Council's Homelessness Strategy.
- Provide housing advice services to applicants, landlords, legal and financial institutions and other agencies concerning housing law and the local housing market.
- To work towards optimum efficiency and in line with legislation, the Code of Guidance, case law and good practice guidelines.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written
- A knowledge of relevant tenancy and homelessness legislation
- An understanding of administrative processes and systems
- Experience of managing budgets and expenditure.
- Experience of working with the public

- IT literate.
- Ability to manage own time and work load.

Ability to undertake work of a variety of advanced tasks confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

COMPLEXITY AND CREATIVITY

- Negotiate with the evicting family/landlord/agent to ensure any available resource to prevent homelessness is considered.
- Respond to queries and complaints

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work, including statutory decisions under homeless legislation, with all other decisions being referred to the Senior Housing Advice Officer.

Work is carried out within programmes and objectives where there is a wide range of choices and decisions are required where policy procedures and working standards provide only general guidelines.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public and SDC tenants

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Limited responsibility for physical or financial resources

TRAVEL DESIGNATION

Casual

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.