

Designation:	Homelessness Prevention Officer.
Grade:	Stroud 4.
Hours:	18.5
Location:	Ebley Mill.
Job Purpose:	To prevent and relieve homelessness by using established procedures and developing creative new solutions.
Responsible to:	Housing Advice Manager.
Responsible for:	No supervisory responsibility.

KEY DUTIES

- To use the Homeless Prevention Fund in creative and innovative ways to prevent and relieve homelessness.
- To work with letting agents and private landlords in order to secure private rented accommodation for households that are homeless or threatened with homelessness.
- To administer the HPF deposit scheme with the aim of maximising recovery of deposits at end of tenancies by checking property conditions, monitoring deductions and setting up corporate debt recovery procedures where necessary.
- To encourage a holistic approach to the needs of homeless people by establishing links with health, education, employment and other relevant agencies.
- To provide training sessions to partner agencies in order to develop positive working relationships and to ensure accurate advice is given at the earliest point of contact to those threatened with homelessness.
- To monitor Notices to check validity, advise landlords when not valid, and work with landlords to see if homelessness can be prevented.
- To work with customers in meeting the statutory homelessness duties imposed by the Homelessness Reduction Act 2017.
- To provide reports and statistical information for performance monitoring and statutory reporting for central government.

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience.
- Good written and verbal communication skills.
- Experience of working with the public.
- IT literate.
- Ability to manage own time and workload.
- Basic knowledge of housing legislation.

COMPLEXITY AND CREATIVITY

- Work under own initiative in dealing with outside agencies/partners.
- Develop and update promotional information and advertising on all issues relating to homelessness.
- Promote mediation services for people with the aim of preventing homelessness due to relationship breakdowns.
- Advise landlords and tenants on tenancy legislation.
- 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 use of Homeless Prevention Fund with all other decisions being referred to the Housing Advice Manager.
- To make statutory decision under relevant homeless legislation.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the council.
- Members and staff of other local authorities/partner agencies.
- Suppliers and contractors.
- Social and private sector landlords and lettings agents.
- Members of the public.

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

- Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

- Casual car user.

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 take Part VII homeless applications and arrange temporary accommodation when other officers are under pressure.
- 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.