

Job Description

Post title	Early Intervention Officer	Grade	MDC scale 4
Department	Housing Options Team	Post ref	AHS8145

Overall job purpose

To provide an efficient, high quality advice and assessment service for people who are homeless or threatened with homelessness, ensuring that customers' circumstances are investigated and their housing and support needs are assessed and met, in accordance with the homelessness legislation, statutory guidance and the Council's policies and procedures

Reporting relationships

Reports to: Housing Options Team Leader

Responsible for: n/a

Key tasks and responsibilities – post specific

Manage all cases effectively, including providing advice on, and investigating all homelessness applications fully, to ensure relevant enquiries are completed; the Councils' statutory and homelessness duties are discharged, duty under and performance targets are met and that suitable temporary accommodation is secured for those households the Councils have a duty towards.

Undertake partnership working with other agencies, landlords and internal and external accommodation providers in maximising and monitoring the availability of accommodation and welfare advice for all those in housing need and to prevent homelessness.

To work with colleagues to promote private sector accommodation and assist service users to make use of ancillary services to ensure accessibility and sustainability of tenure i.e. furniture project and rent deposit schemes.

Undertake home visits as appropriate in order to minimise the incident of parent relative and friend evictions and to ensure that all necessary steps and actions are undertaken in order to avoid homelessness where possible and practicable

Issue relevant statutory decisions and ensure that any statutory notices required under relevant legislation are served in accordance with the law.

Assist in the support and monitoring of the Councils temporary accommodation schemes when the service is under pressure due to demand of re-let units for homeless households or when advisors are absent from work

Assess daily safeguarding referrals in accordance with the Councils safeguarding processes and refer on if necessary when meeting the criteria/thresholds and ensure central restricted safeguarding forms are updated on the internal systems in accordance with safeguarding processes

Undertake relevant referrals to assist vulnerable people e.g. food parcels, furniture project, financial support etc.

Deliver training as required and promote the range of options available to relevant stakeholders regarding prevention of homelessness

Represent the Housing Options service at meetings, forums and panels as requested by line managers ensuring that appropriate advice, presentations and recommendations are made, e.g case conferences, MAPPA, MARAC (maybe outside office hours) and attend court on any matters as required.
Assist with the Council's income collection for all temporary accommodation units and ensuring arrears are monitored and pursued by the relevant debt collection processes.
Determine and secure suitable accommodation for those households the council has a duty towards
Assist in the delivery of any actions identified through the Council's Homelessness Strategy
Liaise and facilitate with the Council's Lettings scheme and the customer, to ensure effective allocation of suitable accommodation is obtained
Undertake general duties to ensure efficient running of the service. This includes To responding to out of office hours emergencies by part of an on call rota; working across any Council site/drop in location as directed under the shared service arrangements; ensuring accurate and up to date case records are maintained of all cases and providing necessary performance information and provide support and advise other officers as required.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	

Person Specification

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Assessment
Team Working	Interview
Communication	Interview
Changing, learning and improving	Interview

Skills	Essential / Desirable	Assessment
Ensuring a prevention focus with a customer first approach	Essential	Application Form/ Interview
Able to plan and prioritise work with minimum supervision	Essential	Application Form / Interview
Excellent interpersonal skills to be able to deal with a range of sensitive issues	Essential	Application Form / Interview
Excellent IT skills and ability to prepare and present performance information and correspondence	Essential	Application Form / Interview
Collaborative approach to resolving complex needs promote and represent the corporate vision and values	Essential	Application Form / Interview
Good problem solving skills and ability to find solutions to complex problems	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Knowledge of Homelessness and Allocations Legislation and Code of Guidance	Essential	Application Form / Interview
Knowledge of current legal requirements regarding Safeguarding children and Adults and the Children Act	Desirable	Application Form / Interview / Test

Experience	Essential / Desirable	Assessment
Supporting vulnerable people in housing need and dealing with and on behalf of vulnerable groups	Essential	Application Form / Interview
Previous experience of Safeguarding Children and Vulnerable Adults	Desirable	Application Form / Interview
Experience of supporting people with complex needs	Essential	Application Form/Interview
Providing excellent outcomes for customers on a wide range of issues including preventing homelessness and applying for grants etc.	Essential	Application Form/Interview

Qualifications	Essential / Desirable	Evidence
NVQ Level 3 (or equivalent) in Housing or other relevant subject Or	Essential	Application Form

NVQ level 2 (or equivalent) in a relevant subject, plus relevant extensive support experience within a Housing environment.		
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Additional information / other requirements of the post

- The postholder is required to undertake an enhanced criminal record check.
- The postholder is eligible for casual car user allowance.
- The post involves driving and the postholder will be required to undertake relevant DVLA licence checks.
- The employee will be required to work as part of an 'on call' rota as part of their role.

Date produced / last amended

August 2020

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.