

## **Job Description**

<b>DIRECTORATE:</b>	Operational & Partnership Services
<b>DEPARTMENT:</b>	Housing & Community Regeneration
<b>POST:</b>	Housing Solutions Adviser
<b>GRADE OF POST:</b>	GR09
<b>RESPONSIBLE TO:</b>	Senior Housing Solutions Adviser

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### **JOB PURPOSE:**

Provide a comprehensive assessment, options, advice and assistance service to those approaching or referred to the Council on all aspects of housing and housing related support to prevent homelessness, maximise choice and minimise housing need.

Ensure the Council's statutory duties in relation to homelessness or those threatened with homelessness are discharged in accordance with statutory provision, the code of guidance and the Council's policies and procedures.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- Comprehensively assess, investigate and verify the housing, social, support and medical needs of applicants for housing in accordance with the Council's Social Housing Allocations Scheme and procedures through interview, home visits and liaison with all relevant statutory and voluntary agencies.
- Provide a point of contact for advice and support for front line officers and customers seeking advice and assistance relating to all aspects of homelessness, accommodation, disrepair, money management including benefits, and housing rights. Make appropriate referrals to other agencies and Housing Support Providers to ensure that high quality support and assistance is available to achieve positive outcomes for customers, and any other related issues participating in office and telephone rotas as required.
- Interview, advise and investigate applications from persons presenting as homeless or threatened with homelessness in accordance with the Housing (Wales) Act 2014 including difficult and complex cases, such as, but not exclusively, ex-offender issues, Young Persons, Mental ill health and substance misuse clients. Seeking appropriate advice and information to ensure the determination of applications and the notification of decision within agreed timescales preventing homelessness wherever possible. Where necessary identify, secure and organise temporary accommodation and storage facilities for homeless households arranging support as appropriate.

- Undertake proactive and detailed casework which will include devising creative and innovative solutions to customers housing problems. Contact third parties such as private landlords, lettings agents and building societies in order to resolve housing problems and/or prevent homelessness. Maintain manual and computer records so that they accurately describe the housing needs of customers, their current situation, the advice that has been given and outcomes.
- Assist customers to obtain accommodation both in the private and public sectors, providing assistance with the completion of forms or telephone enquiries, liaising with housing providers and other agencies, promoting initiatives and making referrals as appropriate for example to shared ownership, supported housing schemes and the Council's Empty Homes scheme.
- Share supervisory responsibility of the Housing Solutions Assistant, including allocating and checking work on a daily basis.
- When appropriate visit applicants in their homes/hospital to take homeless applications. Participate on a rota basis with Homeless prevention assessments in Parc Prison in order to take all reasonable steps to prevent a prisoner being homeless on release.
- Assist as necessary in the provision of emergency advice and assistance outside of normal office hours, including arranging temporary accommodation.
- Keep up to date with current housing legislation, case law, policy and practice. Contribute to the development of policy and new initiatives by providing feedback on the changing nature of housing needs encountered on a day-to-day basis. Develop and maintain specialist knowledge and information in work areas to be agreed such as single homelessness, money advice, complex needs, etc. Represent the Authority on relevant inter-agency panels and case conferences, in respect of homelessness and housing needs casework.
- Work as a member of a team and contribute to the achievement of the team performance. Any other duties which may be allocated from time to time by the Housing Solutions Team leader which are consistent with the responsibilities and grading of the post.

## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

**Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

**Person Specification**  
**Housing Solutions Advisor**

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Educated to A level standard or similar.</li> <li>• A relevant professional qualification or working towards i.e. Member of CIH.</li> </ul>	<p>Yes</p>	<p>Production of original Qualification Certificates and application form.</p>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of policy, procedures and practices in housing needs and homelessness.</li> <li>• Previous experience of dealing with a wide range of people, including vulnerable persons who may present complex and challenging behaviour – face to face, telephone, and e-mail.</li> <li>• Current and detailed knowledge of housing legislation, code of guidance and case law.</li> <li>• Conducting complex investigations, enquiries, interviews and casework management.</li> <li>• Recent experience and competency in at least four of the following areas of housing advice, homelessness and assessment work:                             <ul style="list-style-type: none"> <li>○ Provision of information, advice and assistance on all housing matters and</li> </ul> </li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form and selection process.</p>

	<p>related issues primarily aimed at the prevention or homelessness including welfare benefits, money management, housing rights;</p> <ul style="list-style-type: none"> <li>○ Advice and assistance with accessing all forms of accommodation, including supported and sheltered housing across all tenures;</li> <li>○ Assessment and determination of applications for assistance under the provision of the Housing and Homelessness Acts;</li> <li>○ Proactive approach in seeking housing solutions;</li> <li>○ Experience of constructing multi-agency support packages.</li> </ul>		
<p><b>Skills &amp; Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise own workload, and ability to work effectively as part of a team.</li> <li>• Excellent verbal communication and presentation skills.</li> <li>• Ability to translate complex legislation and case law into simple written language.</li> <li>• Ability to allocate and check work of others on a daily basis.</li> <li>• IT and keyboard skills - ability to use computer systems to input and extract data, produce letters, reports publications etc.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>

	<ul style="list-style-type: none"> <li>• Well developed and wide ranging negotiating and problem solving skills.</li> <li>• Good analytical skills and ability to produce, present and interpret statistical information.</li> <li>• Ability to operate successfully in a multidisciplinary and multifunctional environment.</li> <li>• Keen interest in delivering and operating new and innovative housing solutions.</li> <li>• Flexibility to participate in emergency out of hours rota and home/hospital/prison visits.</li> <li>• Fully understands their role in the context of safeguarding children, young people and vulnerable adults.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.</li> <li>• Ability to communicate through the medium of Welsh.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
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