

Job Description

DIRECTORATE:	Operational Services and Partnerships
DEPARTMENT:	Housing and Community Regeneration
POST:	Senior Housing Solution Advisor
GRADE OF POST:	GR10
RESPONSIBLE TO:	Housing Solutions Team Manager

JOB PURPOSE:

- 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.
 - Undertake and contribute to the development of outreach work, where necessary, aimed at increasing awareness of housing issues, preventing homelessness and maximising housing opportunities e.g. by holding surgeries, attending local schools and groups throughout the County Borough.
 - Contribute towards the development and updating of procedures for the Housing Solutions Service. Ensure all information available to the public is regularly updated, available and prominently displayed at all times. Contribute to the production of publications such as leaflets, newsletters, website to maximise housing opportunities.
 - 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.
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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, MAPPA and 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 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.
- 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. Be responsible for the supervision and performance of the Housing Solutions Advisors and Housing Solutions Assistant including managing sickness and absence, regular supervision, annual appraisals and 6 month reviews.
- 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

To understand the Health and Safety responsibilities which fall within a manager's role and the personal Health and Safety responsibilities within the HASAWA 1974.

To ensure that all activities are operated in accordance with Equal Opportunities legislation and Best Practice.

REVIEW DATE/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
Senior Housing Solution 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
Qualifications, Education & Training	<ul style="list-style-type: none"> • Educated to A Level standard or similar. • A relevant professional qualification or working towards i.e. Member of CIH. 	(√)	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Extensive knowledge of policy, procedures and practices in housing needs and homelessness. • Experience of management and supervision of staff including driving forward change with positive outcomes. • Previous experience of dealing with a wide range of people who may present complex and challenging behaviour – face to face, telephone and email. • Recent experience and competency in at least four of the hollowing areas of housing advice, homelessness and assessment work. • Provision of information, advice and assistance on all housing matters and related issues primarily aimed at the prevention of homelessness' including welfare benefits, money management, housing rights. • Current and detailed knowledge of housing legislations, code of guidance and case law. • Advice and assistance with accessing all forms of accommodation, including supported and sheltered housing across all tenures. • Assessment and determination of applications for assistance under the provision of the Housing and Homelessness Acts. • Conducting complex investigations, enquiries, interviews and casework management. 	<p>(√)</p> <p>(√)</p> <p>(√)</p> <p>(√)</p>	Interview, application form, reference and selection process.

