



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Housing Options Officer

Grade: G06

Directorate: Adults and Health

Department: Housing Option Team

Responsible to: Senior Housing Options Officer

Purpose of the Job:

To support in delivering an efficient and effective Housing Options, Homelessness and Prevention service in line with the Council's statutory duty.

The post holder will work alongside colleagues within the Housing Options and Homes for Ukraine Team and the wider Council Directorates to ensure the successful delivery of all relevant Strategies in particular the early Intervention, prevention and safeguarding teams across Adult and Children's Social Care.

Main Responsibilities:

1. Ensure a high quality housing options and advice service is given to Customers by responding effectively and efficiently to all enquiries. All workers will provide a triaging service for enquiries dealing with families and children and vulnerable adults at risk of being homeless.
2. Maintain ongoing knowledge and understanding of relevant housing legislation and the Council's statutory duties and commitments in providing housing services to those who are, have been or are likely to become homeless. This will ensure accurate and up to date information and advice is given to customers.
3. To investigate cases where there is a threat of homelessness in accordance with statutory obligations and assess applicant's cases for housing when all other housing options or solutions are exhausted, ensuring that deadlines set by legislation, or targeted by the local authority are met. This is in line with current legislative framework.
4. Create and maintain accurate and up to date records of client's details through both manual and IT recording systems in order to produce accurate statistical reports and returns. Monitor own performance targets and evidence thorough casework.



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5. Regularly liaise with all Register Providers, private landlords and other agencies and develop links to support the housing options service. Attend appropriate professional meetings, including team meetings where relevant.
6. Arrange and support systems to provide home visits, appointments and duty based contact to people in need of advice in respect of homelessness and applications for housing. Ensure that customers are supported to complete appropriate housing applications and any other relevant paperwork to support their needs.
7. Support and ensure the effective management of the housing register, assist in allocating vacancies in accordance with the Allocations Policy to relevant RP's (Registered Providers) ensuring the Council's nomination agreements are maintained.
8. Assist and support customers to retain their existing accommodation, ensure appropriate signposting to partner agencies and be mindful of the Council's Safeguarding policies and practices. The work also includes supporting the Homes for Ukraine Scheme for Guests to secure more permanent housing should they wish to remain living in the County.
9. Support the arrangements the Council has in place for the use of temporary accommodation, including the use of Bed and Breakfast.
10. Notify and keep the Senior Housing Options Officer and Team Manager aware of any budget spend in relation to temporary accommodation and seek approval for the use of any prevention fund monies that could assist a customers in maintaining their accommodation.
11. Attend any Court hearing on any appropriate homelessness matters when required and work in collaboration with Citizens Advice Rutland to ensure the customer is always supported. To signpost where appropriate to relevant support agencies including contracted services by RCC.
12. Provide performance information and collate statistical data as required. Report any concerns to the Senior Housing Options Officer in relation to trends that are appearing.
13. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
14. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle



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or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Behaviours and outcomes:

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions:

No line management or budget management

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to NVQ Level 4 or equivalent in-job training within a housing background	A/D

Desirable	Method of Assessment *
Evidence of attainment of short courses via Institute of Housing or other providers to maintain knowledge	A/D
Corporate Membership or eligibility for Professional Institution e.g. Chartered Institute of Housing	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience and demonstrable knowledge of homelessness and housing legislation and policy	A/I/T



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In depth experience of undertaking homelessness assessment and investigation including homelessness legislation and statutory procedures.	A/I
Experience of monitoring and statistical collation and reporting	A/I
Knowledge of the legal and service delivery frameworks for non landlord local authority housing services	A/I
Knowledge of statutory and Council policies with regard to the allocation of council/social housing	A/I
Proficient in ICT, including Microsoft Windows, MS Office, internet and email	A/I/T
Understanding of Refugee Resettlement Schemes	A/I/T

Desirable	Method of Assessment *
Knowledge of Registered Providers, Housing development schemes and other landlords and agencies	A/I
Some awareness of grants and adaptation systems and other private sector issues	A/I
Experience of allocating and nominating to vacant units of accommodation	A/I
Experience of housing management systems or other relevant housing related software	A/I

SKILLS

Essential	Method of Assessment *
Ability to be able to work autonomously as well as part of a team and to be able to be an advocate for the People's Directorate	A/I
Excellent verbal and written communication skills and an ability to use IT	A/I
Excellent planning, organisational and time management skills	A/I



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Ability to be able to assess risk and to be able to feedback concerns to appropriate staff and agencies when required	A/I
To be able to be a creative and flexible member of staff who has an ability to work across specialisms	A/I
A commitment to safeguarding and promotion the welfare of families', children, young people and vulnerable adults	A/I
Experience of working in an environment involving partnership working and programme delivery	A/I
A flexible approach with the ability to work under own initiative to identify work priorities and management own work to meet targets and deadlines	A/I
Highly organised and consistent in record keeping and in particular meeting statistical reporting deadlines	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team. Including evenings and weekends when required.	A/I
Willingness and ability to visit other sites as and when required.	A/I

*** A = Application Form D = Documentary evidence I = Interview T = Test**



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NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
July 2024	New template only	