

# Hart job description and person specification

## Job Description

### **Job title**

Assistant Housing Solutions Officer

### **Department**

Communities (Housing)

### **Grade**

F

### **Salary**

£31,364 - £33,649

### **Manager**

Housing Needs Manager

### **Job summary**

The post holder will support the work of the Housing Solutions Team to provide advice and support to households in line with current legislation, Focussing on prevention.

### **Main responsibilities and activities**

The post will:

1. Be the initial point of contact for all duty calls and monitoring of the duty inbox.
2. To hold a small case load where appropriate and necessary
3. To work within the Housing Solutions Team to support the delivery of Personal Housing plans.
4. To assess, support and advise vulnerable people, with appropriate colleagues and external partners, to enable them to maintain their homes or move to suitable accommodation.

5. To maintain regular contact with vulnerable people, for an agreed period, to implement the Personal Housing plan and undertake appropriate support actions including advice and assistance on:
  - Enabling people to sustain their homes.
  - Domestic budgeting, maximising income, reducing expenditure, dealing with debt, rent arrears and welfare benefits.
  - Tenancy obligations and rights
  - Training and employment opportunities
  - Developing social networks, self-esteem, and independence
  - 'Homemaking" e.g. finding furnishing and equipment through grants and charities, decorating, connection and use of services, cooking, heating, lighting, cleaning, personal care and hygiene.
  - Assisting to access support from care and health services
  - To outreach vulnerable people to help them to access appropriate housing and support
6. To liaise with colleagues and other partners to access specialist support for customers where needed.
7. To maintain accurate records on case management systems and produce reports when requested.
8. To record and report safeguarding concerns in line with the Council's policy and procedures.
9. To advise customers on the Council's Housing Allocation Scheme and request and process information to support their application for housing.
10. Provide a high-quality service for our residents, staff, managers, and external partners.
11. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
12. Promote the **HART Values** by:
  - Being **helpful**
  - Being **approachable**
  - Being **responsive**
  - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

## Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.

- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

**(For Management Posts)** This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

**This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.**

# Person specification

## Job title

Housing Solutions Assistant

## The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	A good general standard of education to at least A level standard		Application form and certificate
Experience and knowledge	At least 2 years' experience of working in a frontline customer focused environment  Committed to providing high-quality customer service	Minimum 1 years' experience working in a housing / homelessness related field.  Understanding the general issues affecting the supply of and access to social housing and housing in the private sector.  Knowledge of legislation relating to homelessness	Application form and interview

<p>Skills and abilities</p>	<p>Minimum 1 year using Microsoft Word, Excel, and Access</p> <p>Report and letter writing for a variety of audiences.</p> <p>Communicate with outside agencies e.g., Social Services, CAB, Private Rented Sector landlords, letting agents etc.</p> <p>Ability to construct and maintain comprehensive records.</p> <p>Ability to think outside of the Box in a holistic manner</p> <p>To be confident and resilient when faced with complex challenging customers</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome</p>		<p>Application form and interview</p>
<p>Personal qualities</p>	<p>Excellent time management skills</p> <p>A methodical &amp; organised approach to managing cases</p>		<p>Application form and interview</p>

	<p>Enthusiastic and well-motivated with imagination and flair</p> <p>Able to work without close supervision</p> <p>A fair, empathetic and an extremely resilient personality will be essential.</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		
<p>Other working requirements</p>	<p>Access to a car for work purposes</p> <p>Ability to attend meetings out of usual working hours</p> <p>To be comfortable in conducting visits to sites to identify and support rough Sleepers and home visits to assess living conditions,</p> <p>To be able to work from our Civic offices Monday to Friday (with the potential for some home working if business needs allow and post holder would like to.)</p>		<p>Application form and Interview</p>

Signatures:

Job-holder .....

Manager .....