

ROYAL BOROUGH OF GREENWICH JOB DESCRIPTION

DEPARTMENT: Directorate of Housing Services

POSTHOLDER: GRADE: S02

SECTION: Housing Inclusion Service

JOB TITLE: Housing Inclusion Officer

POST NO:

REPORT TO: Housing Inclusion Team Leader

JOB PURPOSE

1. To ensure that people applying to the Council for assistance in resolving a housing problem receive advice about the housing options available to them and support to access housing and other services that they need.
2. To prevent and resolve homelessness wherever possible by providing advice, information and ongoing support to those in housing need.
3. To assess, advise and assist customers under the relevant statutory housing and homelessness legislation
4. To carry out needs, risks and support assessments develop personal housing plans, provide housing related support to residents and issue decisions in accordance with Council policies and procedures.

MAIN DUTIES

1. To provide comprehensive housing options, support and homelessness prevention advice including the use of affordability assessments for all applicants and issue personal housing plans and decisions based on homelessness legislation and the Code of Guidance as well as assisting people to access the Choice Based Lettings Scheme, private rented sector and other housing options.
2. To work actively with landlords, letting agents, Registered Providers, Environmental Health, Housing Benefits and DWP in order to secure and sustain affordable private sector properties in and outside the borough and promote good practice in private renting.
3. To negotiate payments to landlords and agents within the terms of the Royal Borough's framework and procedures and submit these requests to the Team Leader for authorisation in order to prevent homelessness.
4. To develop, acquire and retain a sound knowledge of legislation and policy in relation to housing and homelessness (including relevant case law), safeguarding and social care and welfare benefits.

5. To undertake enquiries into the circumstances of housing applicants, obtaining and checking documents, contacting family, friends and partner agencies, and gathering information for the purposes of preventing homelessness, verifying applications and fully identifying needs and risks.
6. To make recommendations to the Team Leader on the provision of temporary accommodation for applicants, advising on the most suitable type of accommodation that should be provided.
7. To initiate and/or provide support, maintaining contact and engagement with clients, regularly reviewing and updating personal housing plans as appropriate.
8. To work co-operatively with colleagues in other relevant services for children, young people and adults, including organising or participating in multi agency meetings where appropriate.
9. To maintain comprehensive, confidential and accurate case records for clients of the service, identifying any suspected risks or safeguarding concerns arising for children or adults to the Team Leader or other manager.
10. To work from other offices as required, including those of partners and provide outreach services to meet the needs of our residents.
11. To support and encourage clients to develop life skills, giving advice and practical help with income maximisation, welfare benefits, budgeting, diet and health, education, training, employment, furnishings and removals
12. To work closely with Children's Services, Adults and Older Peoples Services, Health Services, Criminal Justice Agencies, mediation services, support agencies, substance misuse services, employment and training advice services and others to assess and meet the needs of clients, obtaining and sharing information and making referrals as appropriate.
13. To ensure that risks associated with customers are properly assessed and mitigated, and that information is shared appropriately to minimise risk and improve safe outcomes. To complete risk management plans and review when necessary.
14. To undertake home visits including on an emergency basis, with the aim of preventing homelessness, and delivering support to vulnerable people to sustain accommodation.
15. As directed by the Team Leader to take the lead in developing links with specific agencies, including providing outreach housing support services.
16. To participate in any team duty rotas during office hours. To take part in Royal Greenwich's out of hour's standby rota, responding to homeless emergencies as well as problems that arise in short term accommodation.
17. To represent the service at meetings with other agencies, organisations and sections to include attendance at court, ward rounds, case review panels and case conferences.
18. To respond to enquiries and complaints ensuring that responses meet quality standards, and are completed within performance target timescales.
19. To be responsible for managing a caseload in order to maximise preventions, reduce homelessness acceptances and reduce admissions to temporary accommodation, whilst ensuring that casework meets performance standards, and that events and outcomes are properly recorded as required.

20. To provide reports on casework as requested by the Team Leader, ensuring that full and accurate records are kept of all customer contacts and casework.
21. To assist in statistical monitoring, customer surveys, and other exercises to increase the effectiveness of the service.
22. To attend training sessions, development, supervision and casework meetings as requested by the Team Leader.
23. To provide support and cover for other sections within the service as directed by the Team Leader.
24. To undertake training for Safeguarding Adults and Children, Domestic Abuse, Data Governance etc. as required by the Service and be responsible for ensuring safeguarding concerns are highlighted and brought to the attention of the Team Leader / manager.
25. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date.
26. To carry out all duties with due regard to the Public Sector Equality Duty, Health and Safety regulations and in line with the Council's Equal Opportunities Policy, Customer Care Policies and the New Technology Agreement.