



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Homeless Prevention Early Intervention Officer (Richmond)	<b>Grade:</b> S02
<b>Section:</b> Homeless Prevention and Solutions (Richmond)	<b>Directorate:</b> Resident Services
<b>Responsible to following manager:</b> Deputy prevention and Solutions Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b>	<b>Last review date:</b> August 2024

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

## Job Purpose

To provide a comprehensive homeless prevention and early intervention service for the Richmond Homeless Prevention and Solutions Team. The postholder will be the first point of contact for households at risk of homelessness, make enquiries to establish the initial facts of the case and identify early intervention opportunities to prevent homelessness for occurring.

## Specific Duties and Responsibilities

1. To provide comprehensive advice and information covering a range of housing issues including:
  - Housing and tenancy rights in both the private and social rented sectors, and for homeowners
  - Financial advice including welfare benefits, maximising income and tackling debt.
  - Housing options including private rented sector, housing register, specialist accommodation such as refuges, low-cost home ownership.
  - The Council's statutory duties under the homelessness legislation
2. To make comprehensive enquiries to understand an applicant's housing situation, identifying any risk factors that would make it unreasonable for the applicant to continue living their current property.
3. Provide an early intervention service by contacting family/landlords/housing providers to establish the facts of the case and identify possible options for preventing homelessness such as assisting with rent arrears, providing a stay put stay safe intervention for clients at risk of domestic abuse, talking to parents and relatives in cases of family eviction to mediate and avoid a relationship breakdown at home.
4. Carry out home visits to verify circumstances and gather additional information to support assessment work.
5. Allocate cases to Homeless Prevention and Solutions Officers where the risk of homelessness in 56 days or actual homelessness is established and the applicant requires a full homelessness assessment in accordance with the homelessness legislation.
6. Support the Homeless Prevention and Solutions Officers with the collation of documents and additional information to support the substantive homelessness enquiries and assessment.



7. Support the work of the Homeless Prevention and Solutions Service by recording data to support specific initiatives such as Stay Put Stay Safe and other domestic abuse interventions
8. Maintain comprehensive case records using the Council's IT systems and ensure accurate recording of data as required for monitoring and data submission purposes.
9. To understand the resources that are available in Richmond for meeting the needs of applicants who may require specialist housing and/or support services, making referrals where appropriate.
10. To work with Managers and Deputy Managers in the Richmond Homeless Prevention and Solutions Service to ensure that appropriate service cover is always provided in the office and to promote and develop the highest customer care standards. To assist with the training and induction of newly appointed colleagues as directed.
11. To participate in the operation of a duty rota system for all customer contact including on-line homelessness enquiries, callers into reception and telephones. and to ensure its effective operation. To be available to interview customers as directed.
12. To work as part of a team with colleagues, sharing knowledge and experience to ensure continuous development and improvement across the Better Service Partnership

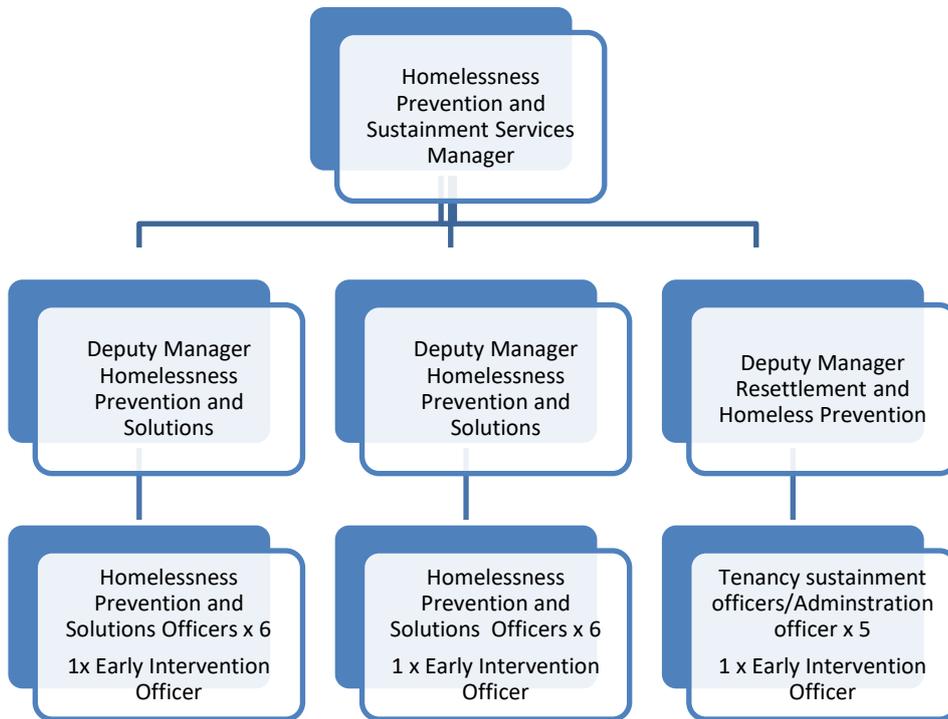
### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

**Team structure**



## Person Specification

<b>Job Title:</b>  Homeless Prevention Early Intervention Officer (Richmond)	<b>Grade:</b> SO2
<b>Section:</b>  Homeless Prevention and Solutions (Richmond)	<b>Directorate:</b>  Residents Services
<b>Responsible to:</b>  Deputy Homeless Prevention and Solutions Manager	<b>Responsible for:</b> N/A
<b>Post Number/s:</b>	<b>Last Review Date:</b> August 2024

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of relevant Homelessness and Housing Act legislation including security of tenure and private tenants' rights	X		A/I
A good knowledge of services, benefits and support available to applicants experiencing housing problems		X	A/I

Experience	Essential	Desirable	Assessed
Experience of working within a customer service, housing or lettings service.	<b>X</b>		<b>A/I</b>
Experience of carrying out interviews, investigations, negotiations	<b>X</b>		<b>A/I</b>
Experience of effective record keeping, including electronically held information	<b>X</b>		<b>A/I</b>
Experience of working in a Local Authority		<b>X</b>	<b>A/I</b>
Experience of making successful referrals to other statutory or external support services		<b>X</b>	<b>A/I</b>
Skills	Essential	Desirable	Assessed
To be able to have honest conversations with customers about their housing options and support their decision making while managing expectations	<b>X</b>		<b>A/I</b>
Excellent interpersonal skills including active listening and negotiating	<b>X</b>		<b>A/I</b>
Ability to gather information and think creatively about problems and identify solutions	<b>X</b>		<b>A/I</b>
Ability to work effectively with people from diverse backgrounds and circumstances.	<b>X</b>		<b>A/I</b>
Qualifications	Essential	Desirable	Assessed
Minimum of 2 A Level grade C and above or equivalent	<b>X</b>		<b>C</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**