

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Resettlement & Homeless Prevention Officer	<b>Suggested Grade:</b> PO1
<b>Section:</b> Housing	<b>Directorate:</b> Housing & Regeneration
<b>Responsible to following manager:</b> Resettlement & Homeless Prevention Team Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> 1	<b>Last review date:</b> 12/04/2021

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### **Job Purpose :**

To provide practical support to vulnerable service users who are being provided with accommodation. To teach service users the skills required to successfully maintain a tenancy and to live independently in the community.

To provide a first point of contact for service users wishing to make a homeless application. To advise on a diverse range of issues including homeless prevention, landlord and tenant issues, homeless solutions and liaising with internal and external services. To devise a Personalised Housing Plan with applicants with the primary aim of preventing homelessness.

## **Specific Duties and Responsibilities**

1. To maintain a case load of service users (including those who exhibit aggressive and challenging behaviour). To carry out comprehensive assessments of need, regular welfare visits to monitor progress and to provide support in their accommodation.
2. To have an in-depth knowledge of Resettlement processes in order to assist, advise and support clients through the re-housing process and to promote the work of the team by working closely with a range of internal and external agencies. This will include attending and participating in multi-agency meetings, eg: child protection conferences.
3. To help, support and assist the service user with all of the practical aspects of moving and setting up a new home. This will include viewing accommodation, attending sign-up meetings, arranging removals, assisting with packing belongings in some cases and setting up utilities accounts.
4. To provide in-depth advice and information to the service user on topics such as housing, welfare benefits, education, employment and accessing other services.
5. To manage service users budgets by applying for relevant benefits and charitable grants to enable them to purchase furniture and essential household items.
6. To administer the Local Assistance Scheme by assessing applications, verifying eligibility and awarding appropriate grants.
7. Within the guidelines of the Homeless Reduction Act (2017) and the Housing Act 1996 (part VI and part VII) assess and investigate housing applications and recommend appropriate action.
8. To prevent homelessness where possible by negotiating or mediating with landlords (social housing and private sector), Solicitors, family members and other agencies relevant to the applicant.
9. To devise and action a personalised housing plan for each applicant. To assist and support the applicants where possible with the targets set on the plan with the primary aim of preventing homelessness.
10. To participate in the operation of various duty rota systems and to be available to interview customers on request. To participate in the facilitation of a drop-in advice and support service at both Councils.
11. To work methodically in order to meet individual and team targets and be flexible and adaptable to meet the changing priorities and demands within the

service. For example, to identify new resources following service user consultation with the aim of improving and developing existing services.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Person Specification

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<b>Section:</b> Housing	<b>Directorate:</b> Housing & Regeneration
<b>Responsible to:</b> Resettlement & Homeless Prevention Team Manager	<b>Responsible for:</b> N/A
<b>Post Number/s:</b>	<b>Last Review Date:</b>

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>		
Part VI and VII of the Housing Act 1996. Homeless Reduction Act 2017.		A/I
<b>Experience</b>		
Supporting vulnerable service users.		A/I
Working effectively as part of a team.		A/I
3 years experience as a Housing Officer assessing homeless applications under the Housing Act 1996 as amended by the Homeless Reduction Act 2017		A/I
<b>Skills</b>		
Excellent communication skills.		A/I
The ability to manage a diverse and busy caseload whilst meeting deadlines		A/I

Qualifications	
GCSE English and Maths at grade C or above (or equivalent)	A/C

- A – Application form / CV
- I – Interview
- T – Test
- C - Certificate