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| **Housing Options Advisor** |
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| **Service:** | Housing Options Service | **Grade:** | 3A | **Salary:** | £24,799 - £26,999 |
| **Reporting to:** | Principal Officer, Housing Options | **Location:** | Wesley Street, Swinton | **Hours:** | 36 |
| **About the role** |  | **Our priorities**  |
| * This role is about contributing towards the delivery of an effective and efficient Housing Options Service by providing a face to face and telephone service to customers. The role of a Housing Options Advisor involves providing customers with housing advice with a strong focus on preventing homelessness, and where homelessness cannot be prevented to assist with finding alternative accommodation, and making decisions in line with homelessness legislation when required.
* To assist in managing demand for housing by managing customer expectations while offering advice and assistance and housing options, acting as a caseworker to customers who approach the council with a housing need and directing them to a solution. Where appropriate, this includes assisting clients to retain their existing accommodation or giving the full range of alternatve housing options.
* To conduct full enquiries and make decisions under the homelessness legislation on the council’s duty where the client is homeless or threatened with homelessness, ensuring the council meets its statutory duties with reference to the Housng Act 1996 parts 6 and 7, the Homelessness Act 2002 and the Homelessness Reduction Act 2017, taking into account the relevant Codes Of Guidance and case law.
* To liaise with other organisations, agencies and service providers as appropriate including Childrens’ Services, Adult Social Care, police, Welfare Rights and Debt Advice, Housing Benefit Service and landlords in order to prevent homelessness or sustain future accommodation.
* To liaise with accommodation providers across a range of tenures to secure suitable offers of accommodation for customers, ensuring that the appropriate paperwork is issued.
* To maintain detailed and accurate records of all customers’ applications including both applications to the housing register and applications made under the homelessness legislation, ensuring that records are kept up to date and the necessary correspondence sent.
* To undertake home visits and visits to other locations such as hospitals and prisons as required; to attend at different locations across the city to provide advice surgeries as required.
 |  | Lacie RAID Backup:USERS WORKING FILES:Johnny_Working files:3-4995 - Role profile template:Working files & Artwork:Working files:3-4994 - Great Eight_Poster copy.png |
| **Key outcomes** |
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| * You will reduce the number of households made homeless by helping them to stay in their existing accommodation.
* You will reduce the number of households going into temporary accommodation by helping them to remain in their accommodation or by assisting households into alternative accommodation before the need for temporary accommodation arises.
* Where it is not possible to prevent homelessness and a household moves into temporary accommodation, you will reduce the length of time spent by households in temporary accommodation by assisting with finding suitable settled accommodation for households to move on to.
* By reducing the length of time that households spend in temporary accommodation you will be improving the health and wellbeing of those homeless households.
* By identifying the support needs of homeless households and referring to appropriate support services you will help homeless families from becoming homeless again in the future.
 |  | * You will contribute towards the reduction in the number of rough sleepers in the city by offering advice and assistance in finding accommodation to all households regardless of the statutory duty they might be owed.
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| **What we need from you** |
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| * Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
* Professional credibility through proven relevant experience
* Models and demonstrates our values and behaviours
* Excellent communication skills – verbal and written
* Ability to work methodically, applying problem solving skills
* Ability to understand and explain detailed information
* Ability to work under pressure, prioritising workload, managing multiple demands and a busy workload whilst meeting deadlines
* Ability to work unsupervised and at times alone, using own initiative
* Interviewing skills
* Ability to negotiate and mediate appropriate solutions
* Proficient in use of IT including Microsoft Word, Outlook and Excel
* Demonstrates a desire to take ownership of own area of work
* Ability to develop strong realtionships and joint working to improve outcomes for homeless households
* Ability to work with people to resolve their housing issues in a way that enables homeless households to seek their own solutions
 |  | * Demonstrate a commitment to making the best use of resources available to resolve the housing needs of clients presenting to the service
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| **Application Guidance**  |  | **Our values**  |
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| We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.The ‘Key outcomes’, ‘What we need from you’ and ‘our leadership behaviours’ sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don’t give up if you are not able to reflect all of these in your application. Click here to enter text. |

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