

## **FORMER DAVENTRY DISTRICT COUNCIL**

### **Job Description**

This job description describes the general duties of the post and does not preclude other duties, which may be necessary for the efficient operation of the Directorate in meeting its objectives.

**Job Title:** HOUSING OPTIONS OFFICER

**Directorate:** COMMUNITY

**Approved grade:** SCALE 8

**Responsible to:** HOUSING OPTIONS TEAM LEADER

**Responsible for:** The prevention and relief of homelessness. Providing support work, creating personal housing plans and achieving housing solutions. Assessing homeless applications. Arranging temporary accommodation when necessary. Registering Homechoice applications and nominate applicants from the housing register to suitable properties in accordance with agreed policies and procedures. Completing financial assessments for Disability Facilities Grants.

#### **Job purpose:**

To work with the Housing Options Team Leader in order to fulfil the councils statutory obligation to the homeless under Part VII of the Housing Act 1996 (as amended by the homelessness Act 2002) and Localism Act 2011. Homeless Reduction Act. Part VI of the Housing Act 1996 (allocations). To assist in the service delivery and statutory duties, powers and policies of the Housing Options Team.

#### **Principle duties and responsibilities:**

- 1) To act as a support worker/caseworker to prevent and relieve homelessness. Providing advice, guidance and assistance on the range of options available to resolve clients housing needs. Interviewing and producing a personal housing plan for applicants approaching for advice and assistance on day of presentation, including home visits.
- 2) To receive and assess homeless applications, carrying out investigations into homelessness within the framework of the Housing Act 1996 Part VII (Homelessness) and make formal decisions. To provide accurate and appropriate advice, preventing homelessness wherever possible. Referral of cases to other sources of assistance where appropriate e.g. social care and health, lettings agencies, community and voluntary advice organisations.

- 3) To organise and administrate the letting of temporary accommodation to clients whom the authority has a duty to accommodate, including bed and breakfast, hostel placements, temporary accommodation properties, private rented temporary accommodation properties. Involvement in bringing empty properties back in to use.
- 4) To assess housing applicants to ensure information given is correct, liase with other local authorities, statutory partners and other organisations within the framework of Housing Act 1996 Part VI (allocations), recording all relevant information including face to face and telephone conversations.
- 5) To update housing register, inputting and reviewing applications on a daily basis. To provide nominations to Registered Providers for properties becoming available, whilst taking due account of community issues, sensitive lettings and neighbourhood tensions.
- 6) To keep abreast of changes to Local and Central Government legislation and policy, covering housing issues, including primary legislation and case law. Working independently but within the framework of policy and legislation.
- 7) To respond to correspondence, answer telephone enquiries and conduct personal interviews, ensuring that computer and manual records are maintained and updated as necessary, to ensure that accurate, timely information is available.
- 8) To assist in the implementation of new legislation, (Homeless Reduction Act), including supporting new initiatives within the team, other teams within the Council and statutory and voluntary agencies e.g. Environmental Health, Housing Benefit, Care & Repair, Job Centre and Social Services.
- 9) Any other tasks reasonably expected by the Housing Options Team Leader or Housing Options Manager.

### **Performance Standards:**

Prevent and relieve homelessness in accordance with Housing Act, Homeless Reduction Act, Localism Act and Homeless Code of Guidance.

Record, update progress and actions of applicants and housing options officer on personal housing plans.

Process homechoice applications within 10 working days.

Respond to correspondence from applicants within 5 working days.

Complete and update records, collate statistics and assist with the completion of statistical returns and performance indicators.

Reduce the number of families placed in temporary accommodation.

Reduce the use of bed and breakfast for temporary accommodation.