## Job Description

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Homeless Support Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Number:</td>
<td>HS20129</td>
</tr>
<tr>
<td>Service Area / Department</td>
<td>Homeless and Housing Advice Services</td>
</tr>
<tr>
<td>SDU</td>
<td>Housing Management</td>
</tr>
<tr>
<td>Accountable To (Line Manager):</td>
<td>Strategic Housing Solutions Manager</td>
</tr>
<tr>
<td>Responsible For (Direct Reports Post Title):</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### 1. Job purpose

To help deliver a high quality customer focused homeless prevention service.
To deal with basic homeless enquiries.
To assist clients with completing forms.
To provide non-priority homeless advice and assistance.

### 2. Organisational position

![Organisational Chart]

### 3. Key tasks, duties and accountabilities of the post

1. To undertake homelessness case investigations and interviews as directed by the homelessness officers or the Strategic Housing Solutions Manager. This includes assisting with home visits and client interviews.
2. To undertake telephone call handling, including taking accurate messages, forwarding calls appropriately team members and answering basic enquiries.
3. To undertake document handling including photo-copying, printing, scanning, filing and
1. despatching of documents.
2. To respond to email and web enquiries
3. To take responsibility for ensuring that Homeless website information is up-to-date.
4. To take responsibility for ensuring that the Homeless information store is up-to-date.
5. To seek to prevent homelessness from occurring through giving basic advice relating to security of tenure, matrimonial law, money/benefits/welfare advice etc.
6. To keep abreast of changes in legislation and legal precedents relating to homelessness.
7. To draft correspondence as required.
8. To assist in making the best use of the accommodation available for homeless people.
9. To liaise with Stevenage Homes and other providers of accommodation to make arrangements for admissions to temporary accommodation, as directed by the homeless officer or the Strategic Housing Solutions Manager.
10. To assist with the completion of tenancy sustainment and housing support plans.
11. To ensure that all files, records and computer based data are updated accurately at all times, to maintain a thorough and complete audit trail for the homelessness service.
12. To assist with the completion of various forms.
13. To produce and despatch standard letters as required.
14. To log incoming and outgoing s.198 cases making case-file copies where appropriate.
15. To log s.202 homeless review and s.204 homeless appeal requests and Judicial Review applications, making case-file copies where appropriate.
16. To maintain statistics relating to homelessness.
17. To support the Private Sector Liaison Officer in the administration of the tenancy deposit and private sector access schemes including the recovery and write-off of debts.
18. To liaise with the housing advice team as necessary, particularly in respect of homeless cases where there is no reason to believe a priority need.
19. To liaise with statutory and voluntary agencies to achieve maximum support and cooperation.
20. To deal with all approach check requests from other councils and housing providers
21. To undertake basic finance tasks including the issuing of invoices, chasing payments etc.
22. To log cases on safeguarding database
23. To organise, manage and ensure the smooth running of events, such as forums, consultations meetings and training events
24. To undertake any other duties properly assigned from time to time by the Strategic Housing Solutions Manager and the homeless officer, which are appropriate to the grade and character of the post.

4. The roles’ key contacts and level of relationships with individuals, groups of people, agencies and external organisations

To be fully effective, the post holder will interact positively with colleagues and members of the
public at a variety of levels, for example:

**Internally**
- Staff within the service and across partner services within SBC
- Senior officers within team and a wider service area
- Safeguarding team

**Externally**
- Service users and their families Colleagues from other council’s housing departments
- Staff from partner and stakeholder organisations including Police, Children’s Services, Lawyers, CAB, Support Workers, Adult Social Care and Mental Health Team.
- Lawyers and Legal Clerks
- Trainers and Speakers at events

### 5. Governance and corporate responsibilities

1. Adhere to the Councils’ policies, rules and procedures including, Health and Safety, Equality and Diversity and all other legislative responsibilities, governance, financial and procedural rules.

2. Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role

3. Ensure compliance to the organisation’s Code of Conduct in the delivery and provision of services to staff and the community
## Person Specification

**Post Title:** Homeless Support Officer  
**Post Number:** HS20129  
**Service Area/Department:** Housing Advice  
**Directorate:**

<table>
<thead>
<tr>
<th>Knowledge, Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
<th>How to be Assessed</th>
</tr>
</thead>
</table>
| Basic knowledge of Homelessness Legislation. | ❌ | ❌ | Application  
| Basic Knowledge of Private Rented Sector, Welfare Benefits and Impact of Children's' Act. | ❌ | ❌ | Application  
| Ability to develop effective working relationships with customers, internal and external partners. | ❌ | ❌ | Application  
| Strong administrative skills. | ❌ | ❌ | Application  
| Ability to communicate effectively both orally and in writing. | ❌ | ❌ | Application  
| Ability to work as part of a team combined with the ability to exercise a highly developed degree of personal initiative. | ❌ | ❌ | Application  
| Working knowledge of Housing related systems | ❌ | ❌ | Application  
| Ability to identify and meet set performance standards and deadlines/targets | ❌ | ❌ | Application  
| Self-motivated and the ability to work without close supervision. | ❌ | ❌ | Application  
| Ability to prioritise and manage efficiently own workload. | ❌ | ❌ | Application  
| Ability to identify and meet set performance standards and deadlines/targets. | ❌ | ❌ | Application  
| Ability to identify and meet set performance standards. | ❌ | ❌ | Application  
| Knowledge and understanding of equal opportunities and diversity issues. | ❌ | ❌ | Application  
| Good overall education to O-level or GCSE standard | ❌ | ❌ | Application 

---

**Education:**

- Good overall education to O-level or GCSE standard
<table>
<thead>
<tr>
<th>Experience</th>
<th>Any Other Attributes Required for the Role not Mentioned Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant experience in an administrative capacity</td>
<td>A strong commitment to high quality customer service.</td>
</tr>
<tr>
<td>Experience in a customer facing role in housing</td>
<td>Able to be flexible in approach to responsibilities and to working hours.</td>
</tr>
<tr>
<td></td>
<td>Willingness to undertake relevant training.</td>
</tr>
<tr>
<td></td>
<td>Ability to drive together with a clean current driving licence and car insured for business use</td>
</tr>
</tbody>
</table>