Housing Needs Officer
£19,238 - £24,717
Working 36.50 hours per week
Bushmere House Homeless Centre

Based at one of the City Council Homeless centres, this is an exciting opportunity to join the Housing Options service as a Housing Needs Officer within the Temporary Accommodation Service.

This is a challenging role which involves carrying out a variety of tasks to assist the service perform its statutory duty to provide Temporary Accommodation. All of which provides an opportunity for personnel development.

The day to day duties include providing a safe and welcoming environment for homeless families, the responsibility to provide support to residents, developing and maintaining needs assessments and support plans, maintaining records, general office duties and assisting with health and safety checks, ensuring the building is secure and safe for staff, residency and visitors.

The centre will be open 24 hours a day, 7 days a week, the ability to work weekend, bank holidays, evenings and nights is essential.

Applicants should be confident in their decision-making and prioritising skills, previous experience is desirable but not essential.

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken.

If you would like an informal discussion regarding this opportunity, please contact Martin Donovan on 07885 236487.

Ref No: PL0722016

Closing date: 24th February 2017

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken.

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
People Directorate

Job Description

Post: Housing Needs Officer                     Salary/Grade:    GR3
Division: Housing Options                     Section: Temporary accommodation

1. **Job Purpose**

1.1 To provide a comprehensive Homeless & Pre-Tenancy service within any area of the city, undertaking a full range of duties which will resolve a customers housing needs within a multi-disciplinary problem solving Homeless & Pre-tenancy Team.

2. **Duties and Responsibilities**

2.1 To provide high quality housing advice and support services to customers, ensuring that their needs are met and expectations managed, wherever practicable.

2.2 Ensure that all procedures and policies are adhered to and working instructions for the Homeless & Pre-tenancy Service, comply with BCC policies and procedures.

2.3 To act as an initial escalation point for the resolution of unusual situations by providing advice and guidance to Assistant Housing Needs Officers.

2.4 To answer customer enquiries, face to face, in writing or by telephone to resolve problems raised.

2.5 To support managers including at meetings, as required by the business through the provision of diary management, minute-taking or note-taking as requested and produce outputs in a timely manner.

2.6 To ensure that all information is handled in a sensitive, appropriate and confidential manner.

2.7 To process purchase orders, maintaining accurate records of expenditure (this relates to the Business Support Officer Role).

2.8 To interview and / or visit customers and assist with the completion of lettings, referrals, applications and forms in order to meet their housing needs. Monitor, case-manage and move-on residents in all types of temporary accommodation.
2.9 Communicate effectively with customers, colleagues and internal and external partners regarding individual cases and generic questions regarding housing need; dealing with customers that occasionally present challenging behaviour.

2.10 To undertake investigations and provide a case summary to assist Senior Housing Needs Officers to make correct and legal decisions.

2.11 Plan, prioritise and organise workload to operate to timetables / meet specific deadlines.

2.12 To have sufficient knowledge and ability of IT systems in order to input, interrogate, extract and maintain records.

2.13 Build and maintain effective professional working relationships with internal and external partners / contractors involved in the delivery of Homeless & Pre-Tenancy Service.

2.14 Ensure that accurate reliable, quality data / management information is maintained and verified.

2.15 To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues to management as they arise.

2.16 To work flexibly and as part of a team to ensure cover of all aspects of the Homeless & Pre-Tenancy Service and to provide continuity of service.

2.17 To assist in the allocation of Council property, calculation of rent arrears and the provision of welfare benefit advice. (AOs and Finance Officers)

2.18 To be aware of the risk of fraud, error, child and adult protection issues and make referrals to the appropriate officer.

**General**

2.19 To cover any of the Housing Needs Officer roles when the service requires it, at the request of a Service Manager or Senior Service Manager in order to ensure the effective delivery of the Homeless & Pre-tenancy Service.

2.20 To provide temporary or emergency cover in the absence of a Housing Needs Officer in order to ensure the smooth running of the H&PTS.

2.21 Commensurate with the grade the post holder will be required to undertake other duties that may arise from time-to-time as determined by management.

**Homeless Centres**

2.22 Provision of 24 hours, 7 days a week support for residents. Provide cover absence for annual leave, undertaking the duties of Homeless Centre Officers,
2.23 Plan, undertake, action and document the completion of support plans within defined timescales and targets.

2.24 Build and maintain good relationships with the local community and ensuring that local services (e.g. schools, GP surgeries) are used appropriately by residents.

2.25 Ensure the delivery of a high quality Homeless Reception Service within policy and legislation.

3. **Supervision Received**

3.1 **Supervising Officer Job Title** Senior Housing Needs Officer

3.2 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act.

- A Disclosure and Barring Service check will be undertaken.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
People Directorate
Person Specification

Post: Housing Needs Officer          Grade: GR3
Division: Housing Needs Officer     Section: Temporary accommodation

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;
T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<td>to overseas qualifications.</td>
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<td>Experience</td>
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<td>(Relevant work and other</td>
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<td>3. Experience of working in a</td>
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<td>5. Knowledge of relevant</td>
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| **Skills & Ability**  
e.g. written communication skills, dealing with the public etc. | 1. Ability to support meetings (e.g. minute-taking, note-taking, action points, etc) in a sensitive and complex manner.  
2. Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.  
3. Attention to detail with an ability to analyse data, process work and maintain accurate records of work.  
4. Ability to work on own initiative with a proactive approach to all tasks, including an ability to plan ahead to ensure business objectives are met.  
5. Ability to ensure that customers receive a focused approach to meeting their housing needs by assisting with the completion of forms and referrals and the ability to recommend a decision to the Housing Needs Officer.  
6. An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision. | I  
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| **Training** | Willingness to undertake training as and when required. | 1  
| **Other** | 1. Enhanced disclosure and barring clearance must be received prior to appointment.  
2. Must have an entitlement to undertake paid employment in the UK for a minimum period of six months.  
3. required to work evenings, weekends and bank | I  
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holidays on a rota basis. May be required to cover at any one of the City’s Homeless Centres.

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.