Directorate for People

Job Description

Post: Housing Needs Officer

Division: Adults & Communities

Grade: GR3

Section: Homeless & Pre Tenancy

Job purpose

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.

Key responsibilities

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

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

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

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

To support managers, including at meetings as required by the business through the provision of diary management, minute-taking or note-taking as requested. The production of outputs in a timely manner. To ensure that all information is handled in a sensitive, appropriate and confidential manner. To process purchase orders, maintaining accurate records of expenditure. (this relates to the Business Support Officer Role)

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.

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.

To undertake investigations and provide a case summary to assist Senior Housing Needs Officers to make correct and legal decisions. Plan, prioritise and organise workload to operate to timetables/meet specific deadlines.
To have sufficient knowledge and ability of IT systems in order to input, interrogate, extract and maintain records.

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

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

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

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.

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

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

General

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.

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.

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

**Supervision Required**

**Supervising Officer:** Housing Needs Officer

**Level of Supervision**

Plan own work to ensure meeting of defined objectives

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

None

**Special Conditions:**

Some posts will require an enhanced DBS (Disclosure and Barring Service) check.
Homeless Centres

1. 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. Plan, undertake, action and document the completion of support plans within defined timescales and targets.

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

4. Ensure the delivery of a high quality Homeless Reception Service within policy and legislation.
Person Specification


Posts will be subject to Application Form, Interview and Assessment Centre process

JOB TITLE: Housing Needs Officer GRADE: GR3

DIVISION: Homeless & Pre-Tenancy Service

<table>
<thead>
<tr>
<th>Experience / Knowledge (relevant work and other experience)</th>
<th>MOA</th>
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<tbody>
<tr>
<td>1. Experience of compiling and typing letters and reports, actioning telephone calls, etc.</td>
<td>AF/I</td>
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<tr>
<td>2. Clerical experience e.g. filing, maintaining confidential paperwork, setting up and maintaining records, systems and office equipment.</td>
<td>AF/I</td>
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<tr>
<td>3. Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team.</td>
<td>AF/I</td>
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<td>4. Experience of managing a number of conflicting priorities effectively to achieve business objectives.</td>
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<td>5. Knowledge of relevant legislation and their implications for the Service</td>
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Skills and Ability
1. An 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 pro-active approach to all tasks, including an ability to plan ahead to ensure business objectives are met.

5. Ability to ensure that customers receive a focussed 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.

### Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
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<tbody>
<tr>
<td>Moving the Council forward</td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
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<tr>
<td><strong>Managing Ourselves</strong></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
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<tr>
<td><strong>Working with others</strong></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
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<tr>
<td><strong>Providing direction</strong></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council's values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
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