

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Housing Needs Officer (Job Share)

REFERENCE: EDP112

SALARY SCALE: Scale 5 (scp 16-19) £30,518 to £32,061 per annum pro rata

HOURS OF WORK: 18.5 Hours Per Week

POST NO: C82

SERVICE AREA: Housing

RESPONSIBLE TO: Housing Strategy Officer

JOB PURPOSE: To be responsible for the prevention of homelessness across the borough and for the delivery of the Council's action plan for homeless households.

KEY RESULT AREAS:

- To provide advice and assistance for all households potentially facing homelessness, including undertaking home visits.
- To investigate all claims for assistance under the Homelessness Act 2002.
- To update a computerised database for the homelessness service, including completion of Central Government returns via interform.
- To arrange access into emergency accommodation in the Council's homeless units in Longridge and Clitheroe or in alternative locations as appropriate.
- To work as part of the housing team to manage the temporary accommodation, including rent collection and monitoring of rent account, reporting repairs and serving notice.
- To work with the Housing Strategy Officer to ensure delivery of the homelessness action plan, including regular reviews of priorities and actions within the plan.
- To maintain an up to date directory of homeless service providers, housing providers and hostel accommodation.
- To work in partnership with other appropriate agencies and agree joint protocols, including representing the Council at meetings as required.

- To help with the publication of advisory leaflets for those facing homelessness.
- To promote and publicise the services that the Strategic Housing Section can provide for those facing homelessness.
- To develop a working relationship with private landlords, provide advice and to encourage them to provide good quality accommodation and management.
- To operate the tenancy protection scheme which includes offering a supporting role to tenants in private rented accommodation and inspecting private rented accommodation.
- To assist with any housing needs related projects particularly those relating to development of affordable housing and empty properties.
- To adhere to the Council's policies including equal opportunities, health and safety, standards of dress and behaviour.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To undertake any other relevant duties commensurate with the responsibilities of this post.

PERSON SPECIFICATION

| ESSENTIAL | DESIRABLE | TO BE IDENTIFIED BY |
|--|--|-----------------------------|
| Qualifications | | |
| GCSEs at Grade 4 or above in Maths and English. | | Application Form/ Interview |
| Full UK driving licence and access to a vehicle for work purposes. | | Application Form/ Interview |
| Experience | | |
| Minimum 12 months experience in a housing environment. | | Application Form/ Interview |
| Skills/Knowledge | | |
| Computer literate and competent in the use of email/internet software. | | Application Form/ Interview |
| Knowledge and applied experience of homelessness legislation. | | Application Form/ Interview |
| | Experience of working with computerised databases. | Application Form/ Interview |
| Additional | | |
| Ability to work on own initiative with minimum of supervision. | | Application Form/ Interview |
| Ability to make informed decision in stressful situations. | | Application Form/ Interview |
| Ability to maintain client confidentiality. | | Application Form/ Interview |

| ESSENTIAL | DESIRABLE | TO BE IDENTIFIED BY |
|---------------------------------|-----------|-----------------------------|
| Additional | | |
| Excellent communication skills. | | Application Form/ Interview |
| Problem solving skills. | | Application Form/ Interview |