

CANDIDATE SPECIFICATION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Temporary Homelessness Prevention Officer
(Part Time - morning or afternoon 5 days per week)
(Fixed Term Contract until 31st March 2025)

REFERENCE NO: EDP93

SALARY SCALE: Scale 4 (scp 10-13) £25,545 to £26,873 per annum pro rata

HOURS OF WORK: 18.5 Hours Per Week

POST NO: TBC

SERVICE AREA: Housing

RESPONSIBLE TO: Housing Strategy Officer

RESPONSIBLE FOR: N/A

JOB PURPOSE: To provide support for the Housing Section mainly in respect of preventing homelessness and assisting with sourcing permanent accommodation.

KEY RESULT AREAS:

- To contribute to the overall Council's aims and objectives to deliver a customer focused quality service.
- Participate in providing a comprehensive and innovative housing options and advice service, with an emphasis on early intervention and the prevention of homelessness, promoting and pursuing a range of housing options to meet the needs of our customers.
- To assist Housing Needs officers in carrying out housing needs assessments for applicants who we are satisfied are homeless or threatened with homelessness, in accordance with the Homelessness Reduction Act 2017.
- To assist Housing Needs officer to prevent homelessness by keeping customers in their properties, wherever possible, or by helping applicants to secure suitable alternative accommodation.
- Review and update effective Personalised Housing Plans in line with the Homelessness Reduction Act 2017, to ensure successful homelessness prevention or relief.
- Support and empower applicants to resolve their housing need.

- Drive the reduction in use of emergency and temporary accommodation through effective prevention work.
- To practice and promote effective communications, both within the Council and externally and adopt a corporate, co-ordinated and co-operative approach to working.
- To ensure that the Housing service operates efficiently and that all calls and face to face enquiries/queries/complaints are handled in a polite and courteous manner in possibly difficult and abusive situations.
- To maintain a high level of confidentiality, adhering to the requirements of legislation and Council policies and procedures.
- To take responsibility for resolving queries or completing actions arising from customer enquiries, including identifying and assigning queries to appropriate colleagues in Council departments for resolution where necessary.
- To make appointments for a range of Council housing services as required e.g housing checks.
- To refer customers, where necessary, to appropriate colleagues or service units, ensuring relevant information is transferred efficiently.
- To promote a positive and professional image of the Council and to ensure that all calls and face to face enquiries/queries/complaints are handled in a polite and courteous manner.
- To keep up to date on Council policy decisions and activities and be fully conversant with relevant legislation, information leaflets and application forms for services available to customers.
- To effectively use the relevant ICT systems and assist in the creation and maintenance of records, files and statistical information.
- To ensure that all procedures carried out and information given to the public is in accordance with the current legislation, regulations and Council policy, with particular emphasis on customer care.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

| ESSENTIAL | DESIRABLE | TO BE IDENTIFIED BY |
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| Qualifications | | |
| Good level of education with at least a GCSE (or equivalent) in Maths and English. | | Application Form |
| Full UK driving licence and access to a vehicle for work purposes. | | Application Form/ Interview |
| Knowledge/Experience | | |
| Previous experience working for a local housing authority or Housing Association. | | Application Form/ Interview |
| Previous housing advice and homelessness experience. | | Application Form/ Interview |
| Excellent written and oral communication skills. | | Application Form/ Interview |
| Excellent time management skills and the ability to prioritise work. | | Application Form/ Interview |
| Computer literacy. | | Application Form/ Interview |
| Ability to be innovative and creative when identifying ways to prevent homelessness. | | Application Form/ Interview |
| | Recent experience in a similar role, or context and ideally within a public sector organisation. | Application Form/ Interview |
| | An understanding of issues in local government social care, homelessness and housing needs. | Application Form/ Interview |
| | Knowledge of the Homelessness Reduction Act 2017. | Application Form/ Interview |

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|---|-----------|---------------------|
| Additional | | |
| Able to work under pressure. | | Interview |
| Self-motivated and able to work without close supervision. | | Interview |
| Flexible and adaptable approach. | | Interview |
| Ability to work as part of a team. | | Interview |
| Ability to be diplomatic, tactful, friendly and empathetic to customers and colleagues. | | Interview |
| Accuracy and attention to detail, particularly when working to tight deadlines and managing conflicting priorities. | | Interview |