

# Job description

## Homelessness Prevention and Relief Officer

- Grade: SO2
- Reports to: Homelessness Prevention and Relief Manager
- Direct reports: None
- Your team: Homelessness Services
- Service area: Housing Needs and Strategy
- Directorate: Homes and Neighborhoods

### Special requirements of the post

Workstyle: Desk-based worker

- Colleagues who are not usually client or customer-facing and can mostly work anywhere with the right technology. Regular on-site activities are required such as events team and collaboration that are more productive face to face

### Special requirements of the post

This post requires a DBS check at the appropriate level (Basic)

## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

To ensure an effective homeless prevention and relief service is provided to Islington's residents in housing need working within the framework of the Housing Act, Homelessness Code of Guidance, Homeless Reduction Act, Protection from Eviction Act, Domestic Abuse Act and Public Sector Quality Duty.

## Key responsibilities

Please list each key responsibility of the role:

- Undertaking a holistic housing assessment providing targeted intervention and ensure all customers have a positive experience and receive the right answer first time with consistent high quality.
- Where eligible, assess individuals and families for temporary accommodation
- Advice and support to access private rented accommodation options
- Facilitate mediation between landlords and tenants, parents relatives and family relationship breakdowns in order to prevent homelessness.
- Provision of guidance regarding welfare benefits, income maximisation, employment opportunities and onward referrals where appropriate.
- Completion of data input on Iworld to support the council's HCLIC returns to central government.
- To ensure the Housing Needs and Strategy service is seen as the best service in the country through the work you conduct on a daily basis.
- To place the residents at the heart of our services and to treat every resident as if we are providing a service to an important member of our family.
- To promote the spirit of the Homelessness Reduction Act 2017 and prevention of homelessness every day of your work.
- To operate to the highest professional customer care standards for the delivery of the homelessness service. This includes the provision of a responsive and empathetic service that places the customer at the heart of service delivery. All work undertaken should be through a trauma informed lens with the awareness that trauma and its affects can impact people differently.
- Responsibility in delivering a co-ordinated approach to homelessness prevention and relief for families and vulnerable persons through developing and maintaining effective working relationships with other Council teams (within Housing Needs and Strategy), services and external agencies.
- To ensure effective implementation and adherence to processes and protocols with Social Services, for effective liaison and for discharging statutory joint obligations and duties.
- To be alert the possibility of housing fraud and work in conjunction with the council's Housing Investigation team to prevent fraud.
- To make onward referrals to the relevant support agencies, public sector bodies and

voluntary sector organisations ensuring the broadest range of housing options is available to customers.

- To support the Homelessness Prevention + Relief Manager with the provision of detailed information in response to Councillor enquiries, complaints and Local Government and Social Care Ombudsman (LGSCO) enquiries.
- To develop and maintain effective on-going working relationships and partnerships with other Council services and external agencies, including Registered Social Landlords, advocacy services and public bodies eg. prisons, hospitals, probation services and health services that supports the Council's objectives. This could be through attendance at meetings, training events and workshops.
- To maintain an excellent working knowledge of a range of housing options to be able to advise applicants on the housing options available to them.
- To support Council initiatives for complex and vulnerable persons for eg. Rough sleepers, asylum seekers/refugees, victims/survivors of domestic abuse. LGBTQ+, care leavers etc.
- To undertake periodic home visits as required as part of the enquiries before the utilisation of prevention funds.
- To ensure robust outcomes-based performance that delivers a customer focused service that puts oneself in the shoes of the customer.
- To achieve agreed service outcomes and outputs, and personal targets, as agreed by Homelessness Prevention + Relief Manager.
- To ensure that the services which are provided are clear, accountable, responsive to customer/client needs and person centred. Verbal contact and written communication should be provided in plain English which takes account of any special requirements and conforms to Islington's write first time and customer service standards.
- To make effective use of appropriate information technology systems to carry out duties in the most efficient and manner.
- To ensure responsibilities with regard to the safeguarding of adults and children at risk are met at all times and promotes the council's safeguarding work.
- To keep clear, up to date, accurate and written and computerised records. Maintaining confidentiality and security of information in line GDPR.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy.
- At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities

and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience of working with vulnerable members of the public in a housing, health or social care field within a diverse inner-city environment in addition to a clear understanding of the complexity of needs presented by homeless applicants (singles and families)	Essential
2	Experience of managing a housing service delivering homelessness services in line with the Housing Act and managing a team of housing officers to deliver the homelessness service	Essential
3	Experience of working in an empathetic and trauma informed way	Essential
4	Knowledge of the relevant legislation relating to homelessness and housing need, with particular reference to the Housing Act 1996, Amended 2002, Homelessness Code of Guidance, Homeless Reduction Act, Domestic Abuse Act, Protection from Eviction Act, Public Sector Quality Duty and skills required to apply aforementioned legislation within the context of homelessness	Essential
5	Knowledge of the relevant legislation relating to homelessness and housing need, with particular reference to the Housing Act 1996, Amended 2002, Homelessness Code of Guidance, Homeless Reduction Act, Domestic Abuse Act, Protection from Eviction Act, Public Sector Quality Duty and skills required to apply aforementioned legislation within the context of homelessness	Essential

6	Advanced empathy and verbal communication skills required to provide a sensitive service to vulnerable customers in a pressurised setting	Essential
7	Advanced empathy and verbal communication skills required to provide an effective and sensitive service to customers in a pressurised setting	Essential
8	Ability to support with the management of projects and support with the achievement of the service and council's strategic objectives	Essential
9	Ability to meet set performance and service standards and to support with the achievement of the service and council's strategic objectives	Essential
10	Ability to develop, maintain and work in co-ordinated partnerships with internal departments across the council, health partners and the voluntary sector as a key representative of the council aiming at all times, to enhance the council's reputation with its residents	Essential
11	A keen awareness, understanding and commitment to the protection and safeguarding of children and young people and or vulnerable adults	Essential
12	Knowledge and ability to comply with General Data Protection Regulation (GDPR)	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.