

JOB DESCRIPTION

JOB DETAILS	
Post title:	Housing Interventions Officer
Post grade:	Grade E
Post number:	DCHE45
Directorate:	Communities
Section:	Housing Services
Reporting to:	Head of Housing
Line manager:	Yes
Date updated:	Feb 2025

MAIN PURPOSE OF JOB
<p>The role will be part of a team that works flexibly ensuring that the homeless service is delivered effectively, efficiently and is customer focused.</p> <p>Tewkesbury Borough Council is committed to encourage and support customers to help themselves where possible.</p> <p>Working 'on the ground' with customers in housing need this role will liaise with different agencies to provide support and achieve positive housing outcomes.</p>

SPECIFIC DUTIES
<p><i>Include detail of the duties the post will undertake, and also any specific safeguarding responsibilities</i></p> <p>To provide advice, information and assistance on housing and related support issues - including joint working with other agencies to ensure a coordinated and consistent approach.</p> <p>To operate as part of a wider network (to include but not limited to the Rapid Rehousing Pathway, mental health and drug and alcohol) to support homeless households and rough sleepers with complex and multiple needs.</p> <p>To provide housing advice to all applicants on rehousing options including: Choice based lettings, accommodation-based support options, other schemes as well as accessing the private rented sector.</p> <p>To assist applicants with registering and bidding on Homeseeker Plus, providing direct matches where required from the Housing Register for vacancies made available by Registered Social Landlords within the terms of the Homeseeker Plus Partnership.</p> <p>With the relevant support staff carry out an initial assessment to determine the relevant needs, risks and options available to the individuals to enable a planned move on from supported accommodation settings.</p> <p>If the initial assessment determines that the individual has complex needs in relation to mental health and/or drug and alcohol, the postholder will work with relevant colleagues to develop a joint assessment to focus on providing appropriate intervention(s) and develop targeted individual outcomes.</p> <p>Joint assessment will form the basis of a longer-term work plan which the HOPs will use to develop a coordinated approach to deliver housing, mental health and drug and alcohol intervention and/or treatment. This will be particularly important for individuals with co-existing conditions.</p> <p>Support eligible individuals from their first contact through to settled accommodation, providing a single point of contact.</p>

To provide a housing options service with a strong focus on prevention for all those who are presenting as homeless or threatened with homelessness, fulfilling the Council's housing and immigration obligations; including where the Council does not owe a full homeless duty, or where referrals to supported accommodation may be appropriate.

To efficiently manage a caseload of housing advice, housing need and homelessness applications ensuring that all files, records and computer based data are maintained accurately at all times.

You will work with partner agencies including Social Services, Charity organisations, the benefits agency and others to best support customers with their range of needs including written referrals and case conferences.

Help people move away from the streets/move on from accommodation-based support provision.

You will be required to coordinate referrals into the wider housing, mental health and drug and alcohol pathways where appropriate.

Work in a holistic way to improve and develop coordinated support pathways across housing, mental health and drug and alcohol services using strong local relationships, expertise and collective working.

To accurately record casework through the Council's systems and support the collation of statistical data, or information for performance reporting.

You will have proactive contact with landlords; referring applicants, ensuring payment arrangements are in place resident and landlords; and to monitor resident behaviours, including the eviction where conditions are breached.

To undertake training as identified by the Head of Housing.

To provide a housing advice service in other locations within the borough as required.

To provide and promote a quality housing service that maintains a culture of customer service which encourages involvement and continuous improvement in line with changes in customer needs and Council policy.

To meet targets as specified in the Housing Strategy and the Community Services Development plan.

To ensure customers, colleagues and all other agencies are aware of all housing services delivered.

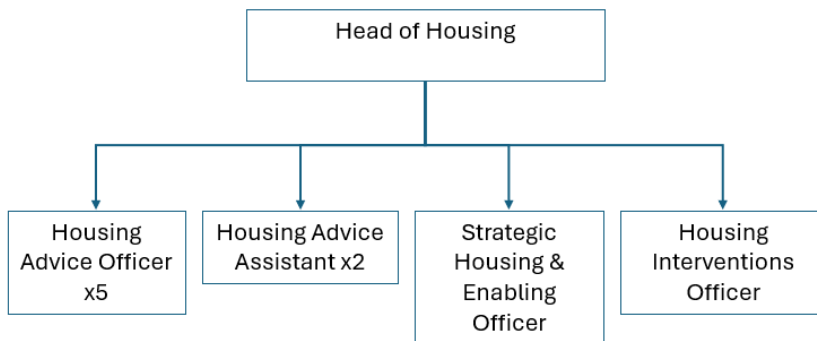
Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy, and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

This role will be working directly with vulnerable individuals and will require knowledge of Safeguarding policies and procedures.

To assist with customer satisfaction and service development initiatives.

ORGANISATIONAL CHART

*Insert copy of the hierarchy for the team to demonstrate where the position lies
Show at least one below and one above (If applicable)*



KEY WORKING RELATIONSHIPS

The key positions this post will interact with internally and externally, including any direct or indirect reports

Within the Housing Advice team they will work closely with Housing Advice Officers to jointly support individuals that are homeless or at risk of homelessness. There are a number of different support and accommodation contracts that are arranged across the County and the role is key in being a single point of contact for different agencies involved in a case. They will also work closely with other local authority colleagues across the county.

RESOURCES

Budgets, responsibilities for information, management of equipment

The role has no direct responsibility for budgets but will make recommendations for use of Homelessness Prevention Grant funding to support cases they work with.

PHYSICAL DEMANDS

E.g. Use of equipment, driving, lone working, lifting, regular walking, typing speed/accuracy

The post holder will be required to attend meetings out of the office and this will occasionally involve lone working. There will be a requirement to drive to some meetings for example to a rough sleeping site.

MENTAL DEMANDS

Distressing information, sensitive information, dealing with members of the public who could be angry or upset, safeguarding, lone working, conflicting demands, managing changing priorities

The role will involve supporting housing and homelessness customers and some of these will be very vulnerable individuals in difficult circumstances. They may be upset or angry and a trauma-informed approach will be required. Information about health, convictions and support needs will need to be accessed, stored and shared appropriately.

WORKING ENVIRONMENT

Detail where working (office, local businesses, outdoors, lone working etc.) and the percentage of time working in this environment.

The majority of the role will be in the office or able to work from home. Around 1 day per week will involve attending external meetings and partner agency settings.

ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
2 A Levels or Professional Qualification or equal technical /qualification/training or significant experience within housing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Qualification info
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Working in a housing related discipline for a significant period	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Provision of comprehensive housing advice to include homelessness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form / Interview
Knowledge of Housing Tenures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Experience in working with clients who are resistant to change and/or find it difficult to engage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form / Interview
Understanding of the wider systems of housing, welfare,	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form / Interview

safeguarding, training, employment and how to engage with organisations who deliver these services			
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
I.T. Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Mediation Skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form / Interview
Good standard of oral & written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Ability to deal with difficult and stressful client situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Investigate and exchange information with others in order to make decisions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Shows respect and consideration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Ability to work effectively as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Customer Focus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Flexible with a "can do" attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Takes personal responsibility and uses resources effectively and efficiently	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview
Able to communicate effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form / Interview