

ROLE PROFILE

Role Title:	Housing Advice Worker
Department:	Birmingham City Council
Role Purpose:	The Housing Advice Worker will provide a housing advice and advocacy service to customers who are homeless or threatened with homelessness. Based in the Housing Options Centre (HOC), Newtown, the service will assess housing and support needs, give housing advice, and provide advocacy and referrals into appropriate private rented accommodation and SP funded support services. The key aim is to prevent or relieve homelessness for single people and childless couples aged 25+.
Reporting to:	HOC Service Manager
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>The Housing Advice Worker will:</p> <ol style="list-style-type: none"> 1 Liaise with support providers/previous landlord to ensure referrals include evidence of pre-tenancy support and that the tenant has a current support and risk management plan in place and previous landlord reference. 2 Promote the option of shared accommodation within the private rented sector to single people aged 26-35. 3 Ensure that all vulnerable and low-income households have a move on support package attached to support the customer during transition to living in private rented accommodation. 4 Provide the customer with a list of available properties to view and key property details (based on data provided by BCC Private Rented Services and supported accommodation providers).
----------------------------------	--

	<ol style="list-style-type: none"> 5 Liaise with support provider/landlords to arrange viewings with vulnerable customers. 6 Support the customer to source their own accommodation where appropriate. 7 Communicate to the landlord any areas of concern with landlord/management of property. If not resolved the worker must contact the appropriate regulatory body to report concerns. 8 Ensure that all relevant LHA safeguarding documentation is forwarded to Birmingham City Council Housing Benefit Department in agreed timeframes. 9 Inform Birmingham City Council Housing Benefit Department of any change in circumstances which may impact on customer's eligibility for LHA safeguarding application (see section procedure). 10 Refer customers to Floating Support where appropriate to help them to sustain accommodation they are either currently occupying or sourced for them.
--	---

Education, Qualifications and Training	English and Maths GCSE or equivalent qualifications.
Knowledge and Experience	<p>Experience of working with a vulnerable customer group.</p> <p>Some experience of effective face to face communication with a variety of people in different scenarios/circumstances - providing quality customer service.</p> <p>Ability to demonstrate an understanding of issues related to vulnerable client groups.</p> <p>An understanding of the importance of confidentiality.</p> <p>Basic awareness of Health and Safety</p>
Role Specific Skills & Behaviours	<p>Good written and verbal communication skills.</p> <p>Literacy and numeracy skills.</p> <p>Good interpersonal skills, and the ability to interview and assess customers.</p> <p>Good IT Skills</p> <p>Demonstrate good understanding of own motivation and a</p>

	<p>keen interest in working with people</p> <p>Demonstrate an ability to provide an honest, respectful and non-judgmental approach to others and deal with people in an assertive, fair and consistent manner</p> <p>Have the capacity to understand and maintain professional relationships with customers and follow relevant guidelines</p> <p>An ability to work as part of a team, work along and take direction from a supervisor</p> <p>An ability to use own initiative, including taking responsibility for own learning</p> <p>An ability to prioritise and make decisions</p> <p>Demonstrate a personal drive and determination to achieve best possible for outcomes for self, customers and organisation</p> <p>Understanding of and commitment to the principles of equality and diversity</p>
--	--