**ROLE PROFILE**

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| **Role Title:** | Senior Homeless Prevention Officer |
| **Department:** | Housing Operations |
| **Role Purpose:** | * To ensure the effective day to day management of the Homelessness Prevention Officers and housing Options team delivering the East Northamptonshire Contract to provide a housing options and homelessness service. * To provide a comprehensive housing options and advice service. * To fulfil the statutory obligations in respect of homelessness. * To actively support the prevention of homelessness. * To meet statutory obligations in respect of access to housing and work with partner organisations. |
| **Reporting to:** | Homeless and Housing Advise Manager |
| **Responsible for:** | 2 x Housing Options Officer  3 x Homeless Prevention Officer  Allocations Administrator |
| **Disclosure level:** | Standard |
| **Role Level:** | Frontline Manager |

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| **Key Role Responsibilities** | Provide appropriate professional support and guidance to team members on day-to-day operational issues such as Housing Options, housing advice and homelessness.  Undertake 1:1 meetings and learning review meetings with Homes Direct Team.  Supervise the team and lead regular team meetings.  Oversee the collation of performance indicator information for the Housing Options and Homelessness Contract and provide reports to East Northants Council.  To investigate, assess, assist and advise customers on their housing options to retain their existing accommodation or secure alternative housing and specifically to prevent homelessness.  To investigate cases of homelessness in accordance with statutory obligations and assess applicants cases for housing when all other housing options or solutions are exhausted, ensuring that deadlines set by legislation, or targeted by the local authority, are met.  Maintain accurate and detailed records of all contact and actions undertaken with appropriate parties.  Arrange and support systems to provide home visits, appointments and duty based contact to people in need of advice in respect of homelessness and applications for housing.  Contribute to the effective running of the CBL process through bid round management, nominations and applications checks.  Regularly liaise with other R L's, private landlords and other agencies and develop links to support the housing options service. Attend meetings and participate in relevant forums.  Assist and support customers to retain existing accommodation  Develop preventative and innovative solutions, including mediation, Rent Advance and Damage Deposit schemes and appeals.  Assist customers in completing application forms for housing, benefits and any other service required to support their needs.  Achieve and maintain good practice standards for the delivery of Housing Options Service and ensure continuous improvement. Maintain a detailed knowledge and understanding of relevant legislation to ensure accurate and up to date information and advice is given.  Participate in the call out arrangements for out of hours emergency contact.  Support the arrangements for providing and monitoring temporary accommodation.  Provide performance information and collate statistical data as required.  Prepare information and feedback for customers in a variety of formats.  Attend court on homelessness matters where required.  Effectively market the housing options service to new and existing customers and to be open to new opportunities. Proactively promote the service and contribute to education programmes.  Deal with complaints sensitively, robustly and in accordance with Midland Hearts policy and use feedback to contribute to continuous improvement.  Be an active team member, attending meetings as requested, supporting colleagues and seeking to improve the service in all areas.  **Financial Planning**  Work within Housing Options Service budgets and ensure they are administered efficiently, effectively and sensitively, in accordance with policies and procedures.  **Customer Service**  Ensure consistent delivery of high levels of service to customers.  Ensure the views of users are represented throughout the service effectively and appropriately.  **Other**  Promoting a positive and practical approach to the management of a safe working environment for the team.  The post holder will be expected to promote and comply with the Group's Equality and Diversity, Health and Safety, Data Protection and other relevant policies. |

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| **Education, Qualifications and Training** | Educated to Level 2 in Literacy and Numeracy or equivalent relevant qualification.  Relevant professional qualification. |
| **Knowledge and Experience** | Experience and demonstrable knowledge of homelessness and housing legislation and policy.  Monitoring and statistical collation experience. Experience of working with customer groups.  Able to identify and implement good practice.  Good IT knowledge and skills.  Experience of managing and supervising a team of people.  Can demonstrate an ability to enthuse and motivate a team of people. |
| **Role Specific Skills & Behaviours** | Ability to understand team objectives and work to personal targets with positivity.  Willing to implement change to working practices. Able to identify new business opportunities.  Contributes to clear understanding of goals and vision. Assumes delegated tasks and accepts responsibility  Appropriately.  Able to generate team spirit and empower colleagues to achieve performance targets.  Able to demonstrate strength in leadership when necessary.  Promotes joint working across the organization.  Good Written and oral communication skills. |