Gravesham Borough Council

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| **Division:** | Housing Services |
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| **Department:** | Housing Options |
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| **Post Title:** | Housing Options Triage Officer |
| **Grade:** | SC6 |
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| **Hours** | 37 |
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| **Responsible to:** | Senior Housing Options Practitioner |

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes.

To provide key support within the Housing Options Team to officers and deliver a frontline customer focus triage service for people seeking advice and guidance and accessing all services within housing options. This will include triaging homeless casework and providing homeless advice and guidance to households that are homeless or in threat of homelessness in accordance with the council’s statutory duties under Part VII of the Housing Act 1996 (as amended).

To make every conceivable effort to prevent homelessness where possible through consistent messages on realistic options to households presenting as homeless or threatened with homelessness, as well as making sure households provide the appropriate information in a timely manner to assess an application.

The post holder will be required to be solutions focussed, operating within agreed procedures, to support an effective and efficient process for collecting and recording data, and allocation of cases.

**Job summary**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To provide an effective, customer-friendly and efficient service to clients presenting with housing problems, communicating agreed messages to help them keep their current home or new, suitable accommodation.
2. To ensure clients, who may be vulnerable or with multiple complex needs, and who by virtue of being homeless or threatened with homelessness are in a heightened state of anxiety, receive an excellent customer service from the first point of contact.
3. To deal with clients face-to-face, by phone or by email, adjusting and adapting communications to reflect the circumstances of the individual or family.
4. To ensure all documents supporting a client’s application are provided and appropriately uploaded onto the relevant systems.
5. To allocate cases to Housing Options Officers in a timely manner and in accordance with work practices and procedures.
6. On instruction, to contact clients to ensure ‘reasonable steps’ have been completed, to administer relevant communication (including statutory decision letters), and ordering of equipment, IT licenses, stationary, etc.
7. To collate client information where required, including provision of documents for solicitors and Service Access Requests. To ensure this is in compliance with GDPR guidelines.
8. To comply with all relevant policies and procedures, professional and performance standards and good housing and homelessness prevention practice.
9. To ensure full and accurate records of all clients, all advice and support provided. To maintain accurate written and computer records, and other monitoring information as required in connection with the various duties and case management.
10. To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. The post holder is required to abide by the council’s information governance policies.

To undertake all responsibilities listed below:

1. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
2. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
3. To participate in appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
4. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
5. To carry out the duties of this post with due regard to the Council’s Equal Opportunities Policy.
6. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
7. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
8. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

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|  | **PERSON SPECIFICATION** |  |
|  | ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES  (Specific skills and abilities required to undertake the duties) | Demonstrable ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach.  Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.  Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.  Demonstrable ability to carry out tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. |  |
| KNOWLEDGE  (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Knowledge of the local authority’s role in homelessness and the allocation of social housing, including tenancy law, eligibility for housing assistance, homeless legislation, mutual exchange and different types of tenure. |  |
| QUALIFICATION  TRAINING  (Educational/vocational qualifications and other training) | 4 GCSE’s at grade C or above, including Maths and English, or equivalent qualifications | Any other qualifications that could be used in this area of Housing |
| EXPERIENCE  (Level and type of previous experience) | Experience of working directly with vulnerable households including young people.  Experience of dealing with difficult customers and conflict management.  Experience of working within a busy environment. |  |
| QUALITIES  (Particular qualities necessary to carry out the works,e.g.ability to work under pressure or work cooperatively in a team) | Can work under pressure and to deadlines.  Ability to act on own initiative and be proactive in improving procedures, processes and customer service |  |
| SPECIAL CONDITIONS  (e.g. willingness to work unsocial hours or wear a uniform) | Must have adaptable and flexible attitude to work requirements  Commitment to equal opportunities |  |