Housing Options Advisor

Job Description and Person Specification

Directorate:	Housing Options Advisor	**Service:**	Housing Options
Responsible to:	Housing Options Team Leader	**Responsible for:**	
Grade:	6/7		
Location:	Civic Centre, Poulton le Fylde		

Job Purpose:

The post holder will form part of the Housing Options Team delivering the Councils housing needs functions relating to homelessness, including housing options advice, the prevention of homelessness, and the local housing authority's statutory homelessness duties.

Key Tasks & Responsibilities:

Provide comprehensive front line advice and assessment service ensuring that the Council's statutory duties and responsibilities are delivered as set down in the Housing Act 1996 Part V11 (as amended by the Homelessness Act 2002 and the Localism Act 2011) with a focus on preventing homelessness wherever possible.

Provide comprehensive housing options/homelessness assessments for people who are homeless or at risk of homelessness within statutory provisions, undertake detailed casework and make formal decisions for households under the Housing Act 1996 (Part V11) as amended by the Homelessness Act 2002.

To manage a large caseload of homeless applicants under the supervision of the Housing Options Team Leader, taking appropriate action in accordance with legislation in all cases, including making decisions on homelessness prevention and investigating homeless cases.

To provide general welfare benefit advice and refer to charitable and statutory and grant funding.

Provide advice on private tenancy related matters, dealing with cases involving possible eviction, security of tenure or harassment, notice seeking possession, and court processes.

Maintain complete and accurate records, on computer-based systems, of approaches and advice given on claims of homelessness.

To interview members of the public in respect of housing options and homelessness, by telephone, at various designated locations in Wyre, in their own homes or on the streets to provide comprehensive housing advice and proactively prevent homelessness.

Provide support for clients with multiple and complex needs which are persistent and interrelated health and/or social care needs, which impact an individual's life and ability to function in society. Work with clients with complex needs which may include: Entrenched street homelessness, repeat service use or being otherwise vulnerably housed, mental, psychological or emotional health needs, drug and/or alcohol dependency, contact with the criminal justice system, physical health needs, experience of domestic violence and abuse, persons living in squalid conditions/hoarding tendencies (self-neglect).

To secure temporary accommodation for homeless clients where necessary in accordance with legislation, ensuring completion of Housing Benefit claims and maintaining accurate and complete records in respect of all placements.

Maintain regular contact with clients in temporary accommodation, including making formal decisions to follow processes to evict households from temporary accommodation when necessary.

Work with other statutory and voluntary agencies to obtain the best outcome for the service user, liaising with and making referrals as appropriate.

Establish good working relationships with other housing and advice providers and assist service users in accessing and making use of these services where appropriate.

To liaise with and maintain good working relationships with other partner agencies in order to prevent homelessness.

Attend multi agency meetings including as Multi agency Risk assessment conference, Child Protection conference, Leaving care conferences.

To nominate all housing applicants for re-housing both in the social and private sector within performance targets.

To provide information and performance data to the Housing Options Team Leader as required.

To advise clients of services available to them from the Council and other agencies, making appropriate referrals, where necessary.

To work in accordance with office practices and procedures, ensuring that homeless applications are processed in accordance with legislation and departmental procedures, and that IT systems are used correctly.

To attend relevant meetings, courses, seminars, workshops applicable to the post, as and when required.

To help promote the service, including assisting in the development and distribution of accurate and appropriate promotional information.

To contribute to the development and delivery of the Council's Housing and Homelessness Strategy and associated corporate strategies.

To carry out all reasonable duties and tasks that may be necessary or appropriate for the delivery and development of the Homelessness function and any other relevant housing duties appropriate to the post and grade.

To ensure that the above activities are undertaken in accordance with Council Policy and general guidelines laid down by the Head of Housing and Community Services.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Able to demonstrate appropriate levels of workplace literacy and numeracy.	**Essential**	Application/Interview
Good standard of general education	**Essential**	Application/Interview
Recognised Housing Qualification	**Desirable**	Application/Interview

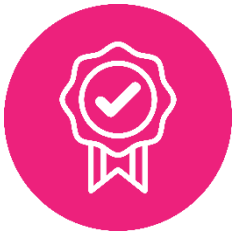
SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Knowledge and experience of providing homelessness prevention advice.	**Essential**	Application/Interview
Understanding and knowledge of homelessness legislation, including knowledge of the Housing Act 1996 as amended by the Homelessness Act 2002	**Essential**	Application/Interview
Excellent interpersonal skills.	**Essential**	Application/Interview
Ability to manage difficult and challenging clients.	**Essential**	Application/Interview
Ability to work under pressure and prioritise effectively.	**Essential**	Application/Interview
Understanding of equality and diversity and the ability to respond flexibly and sensitively to the needs of clients.	**Essential**	Application/Interview
Knowledge and understanding of welfare rights, benefits and associated agencies within the areas of housing and social welfare	**Desirable**	Application/Interview
Up to date knowledge of housing and tenancy legislation and case law.	**Essential**	Application/Interview
To have a creative approach to problem solving.	**Desirable**	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Awareness and experience of homelessness and related disciplines	**Essential**	Application/Interview
Experience of working with challenging client groups in a face to face environment.	**Essential**	Application/Interview
Experience of interviewing clients.	**Essential**	Application/Interview
Experience of managing a client caseload.	**Essential**	Application/Interview
Experience in partnership working	**Essential**	Application/Interview

Recent working in a housing options/housing advice role.	**Essential**	Application/Interview
Experience of working in an investigative environment.	**Desirable**	Application/Interview
Experience in liaising with other statutory and voluntary agencies.	**Desirable**	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	**Essential**	Application/Interview
Regular and Reliable Service	**Essential**	Application/Interview
Demonstrate behaviours that support our values	**Essential**	Application/Interview
Valid driving licence	**Essential**	Application/Interview
Acceptable means of transport appropriate to the job	**Desirable**	Application/Interview

Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.

			
Professional	**Innovative**	**Collaborative**	**Customer focused**
In being professional we…	In being innovative we…	In being collaborative we…	In being customer focused we…

• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The post holder may occasionally be required to carry out some work outside normal office hours.
- The post holder is required to have a satisfactory enhanced DBS check.
- Progression to Grade 7 is subject to sufficient knowledge of homelessness legislation, case law, welfare rights, benefits and associated agencies within the areas of housing and social welfare.

Prepared by: Housing Services Manager **Date:** October 2026

Post Holder Signature: **Date:**