

Richmondshire District Council

Job Description

JOB TITLE	Housing Options Support Officer	POST NUMBER	
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MAIN PURPOSE OF JOB:

To provide administration and casework support to meet the needs of the Housing Options Team.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

None

SUPERVISION AND GUIDANCE:

Reports directly to the Housing Options Team Leader.

RANGE OF DECISION MAKING:

Day to day operational issues concerning own workload.

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

Responsibility for the typing and the handling of confidential material and casework collation.

RANGE OF DUTIES AND RESPONSIBILITIES

1. To support the achievement of the Council's objectives through the Housing Options Team service plan.
2. In accordance with the Homelessness Reduction Act, track cases for further action. Ensure customer engagement, in accordance with Personalised Housing Plans (PHPs). Meeting with Service Users in order to obtain appropriate documentation and progress applications in line with the requirements of the Housing Plan. Intervene where customers are not following their plan and escalate cases as appropriate, using IT and a range of bespoke software packages.
3. To receive and respond to enquiries from customers, Councillors, other Council Services and external organisations. Handle telephone calls from the general public and complete triage on database.
4. Input to IT systems and databases, ensuring quality of information and run reports as required.
5. Undertake general administrative duties e.g. filing of documents and correspondence, photocopying, registering of invoices, preparation of information.

6. Achieve agreed policies, targets, quality standards and service improvements set by the Housing Options Team Leader.
7. Provide support to the Private Sector Links Worker and Housing Options Advisors as required.
8. Develop a comprehensive network of contacts in statutory, voluntary and private sectors to further the opportunities to assess and prevent homelessness.
9. Making appointments and arranging meetings.
10. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy and all other corporate policies.
11. To carry out other duties broadly compatible with your current duties and responsibilities as may be allocated from time to time by the Housing Options Team leader.

CONTACTS:

Members of the Public, Officers of the Council, Members of the Council, Visitors to the Council, External Agencies, Professional Bodies

SPECIAL CONDITIONS OF SERVICE: Enhanced DBS
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COMPILED BY: Heidi Richardson	ASSESSMENT DATE: 20.09.18
COMPILED DATE: Aug 18	ASSESSED BY: Jo Holland/Julia Wilson
	POST GRADE: Grade 5

Job Description agreed by postholder.....Date.....