



Cumberland Council

Post Specification

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| Date | May 2024 |
| Post Group Number | 8238 |
| Post Title | Homelessness Officer (Carlisle) |
| Job Family | People Care and Development |
| Job Family Role Profile | PCD8i |
| Final Grade | Grade 9 (inc JWC's) |

To be read in conjunction with the job family role profile

Service Area description

This role supports the delivery and fulfilment of the Council's statutory duties under the Housing Act 1996, Homelessness Act 2002, Homeless Reduction Act 2017 and Domestic Abuse Act 2021.

This service also supports the operational delivery of Cumberland Council's Homeless Prevention and Rough Sleeping Strategy (and associated Action Plan) and the council's wider Housing related Strategies.

Purpose of this post

- To prioritise the prevention of homelessness by supporting the coordination of multi-agency information, assessments, and activities enabling timely bespoke housing solutions to promote the safety and wellbeing of residents in Cumberland Council.
- To manage a caseload of clients, identifying housing needs and undertaking statutory assessments and decisions in line with appropriate housing / homelessness legislation.
- To support the key priorities within the Homelessness Prevention and Rough Sleeping Strategy initiatives and delivery plans to prevent homelessness where possible and end rough sleeping in Cumberland.

Key job specific accountabilities

Conduct statutory assessments and process an applicant's homeless application made to the Council in line with Housing Act, Homelessness Act and the Housing Reduction Act.

Manage an active case load making and issuing statutory decisions relating to priority and non-priority need of homeless applicants and subsequent duties owed; developing and issuing personalised housing plans.

Provide advice and assistance to vulnerable people who present as homeless or are at risk of being homeless to sustain their existing homes (where safe and suitable) or to source alternative accommodation.

Work in conjunction with key partner / stakeholders to develop effective and coordinated services and responses, fostering joined up working approaches to prevent homelessness and end rough sleeping. This includes attending multi-agency meetings to co-ordinate collaborative approaches.

Establish links and liaise with housing associations, housing providers and partner agencies in seeking to achieve positive rehousing solutions and accessing wider support services for applicants.

Contribute to meeting targets and supporting the delivery of the strategic priorities linked to Homeless Prevention and Rough Sleeping and associated action plans.

Support residents, users of the service and delivery partners with the Cumbria choice based lettings scheme.

To advise private landlords and tenants on current good practice in lettings including illegal eviction and harassment and to give advice on these issues.

Contribute to statistics, local indicators and data required and requested both internally and externally.

To be aware of all current legislation and subsequent changes; to actively assist in the introduction of new systems, processes and operating models to improve the services in line with Council priorities.

Undertake such other duties that are required from time to time and are commensurate with this position; including supporting the wider team in dealing with any emergency situations as and when required.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

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| Budget Responsibilities | <ul style="list-style-type: none"> • None |
| Staff Management Responsibilities | <ul style="list-style-type: none"> • None |
| Other | <ul style="list-style-type: none"> • None |

Essential Criteria - Qualifications, knowledge, experience and expertise

- Educated to A Level standard or equivalent
- A minimum of 6 to 12 months experience of working within housing / or homelessness services or dealing with vulnerable people with complex needs
- Knowledge of homelessness and housing legislation, issues surrounding housing, homelessness and preventing homelessness; Domestic Abuse
- Ability to deal sympathetically with people
- Computer literate
- Able to interpret and apply statutory provisions and guidelines
- Able to manage own workload and meet specified deadlines
- Committed to the delivery of customer focused services and continuous service improvement
- Ability to resolve problems using initiative and diplomacy
- Able to remain calm and courteous at all times
- Experience and ability to work under pressure to meet service demands

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

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| Emotional Demands | Dealing with marginalised, disadvantaged and / or distressed customers / situations |
| Physical Demands | Occasional increased physical demands (e.g. assisting in moving belongings / furniture, clearing out properties etc.) |
| Working Conditions | Dealing with service users who may be upset or display aggressive behaviour. |

Other Factors

- Able to respond to out of hours homelessness emergencies when required