



Cumberland Council

Post Specification

Date	2 May 2023
Post Group Number	7672
Post Title	Housing Options Advisor
Job Family	People Care and Deveopment
Job Family Role Profile	PCD8ii
Final Grade	9

To be read in conjunction with the job family role profile

Service Area description

Location: The Market Hall, Whitehaven, Cumbria

Responsible To: Housing Options Team Leader

Main Purpose

Working with households who are homeless, or threatened with homelessness, you will offer advice and assistance to resolve their housing solutions, as well as making statutory decisions under the Homelessness Reduction Act 2017. This will often be complex situations involving multiple health and welfare issues.

Key job specific accountabilities

1. Work under the Homelessness Reduction Act to assess statutory homeless duties
2. Assessing priority and non-priority need of homeless applicants and make statutory decisions on applications received.
3. Provide advice and assistance to people who present as homeless or are at risk of being homeless
4. Supporting the most vulnerable people with sustaining their existing home or find new alternative accommodation
5. Work with households to determine what support they require and refer to relevant partners or services.
6. Attend multi-agency meetings to co-ordinate a collaborative approach
7. Support the implementation of the homelessness strategy, including prevention.
8. Develop Personalised Housing Plans
9. Provide cover on weekends and evenings for the service on a rota basis.
10. Deliver as part of the team the temporary accommodation in terms of property management.
11. The ability to establish links and effectively liaise with housing providers and partner agencies will be essential
12. The ability to manage a caseload, respond to emergency assessments and be flexible along with team working and making a positive contribution.

13. Support residents, users of the service and delivery partners with the Cumbria choice based lettings scheme.
14. Collate statistics for Best Value Indicators, local indicators and those requested by Government Office.
15. To undertake self-administration and participate in team administration duties as directed by the Housing Options Team Leader.
16. Undertake any other duties, as might reasonable be requested by the Head of Housing and Social Inclusion, within the experience and qualifications of the post holder, to ensure the most effective and efficient use of staff to meet corporate and service objectives. This may include project team and other cross unit working, involving the assignment of the post holder outside of their principle area of work, where suitably qualified and experienced, subject to agreement between the manager and the post holder.
17. To actively assist in the identification and introduction of new systems and techniques to improve the way the council works and to generate efficiencies.
18. To be involved, as appropriate, in the event of emergency situations occurring within the Borough.
19. To have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. Employees must co-operate with employers and co-workers to help everyone meet their legal requirements.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	None
Staff Management Responsibilities	None
Other	By law the Council must provide access to homeless services 24 hours a day, 365 days a year. This means that on a rota basis with other staff, you will be required to answer occasional calls and give people initial advice and assistance by phone outside normal office hours and at weekends. There will be a separate payment made for this.

Essential Criteria - Qualifications, knowledge, experience and expertise

Criteria	Essential	Desirable
Education and Qualifications	<p>A relevant professional qualification up to degree level; or work experience of working within the housing/homelessness service or dealing with vulnerable people</p> <p>Committed to customer focussed service</p> <p>Excellent communication skills both written and verbal</p> <p>Maths and English GCSE Grade 4-9 (C or above) or equivalent qualification</p>	<p>Car driver</p> <p>Member of the Chartered Institute of Housing</p>
Knowledge and Experience	<p>Knowledge of Issues surrounding housing,</p>	

	homelessness and preventing homelessness	
Job Related Skills	<p>Computer Literate</p> <p>Experience and ability to work under pressure to meet customer needs</p> <p>Confident in compiling statistics</p>	<p>Good general knowledge of basic software.</p> <p>Previous experience of working in a target driven field</p>

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
 - DBS Enhanced - No Barred list

Job working circumstances

Emotional Demands	The job role deals with seriously disadvantaged and/or distressed individuals
Physical Demands	
Working Conditions	
Other Factors	
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