



JOB DESCRIPTION	
Job Title	Housing Solutions Officer
Portfolio	Housing and Assets
Reports to	Homeless and Advice Team Manager
Location	County Offices Flint
Job Reference/ID Number	70000001961
Job Purpose	
<p>To undertake the Local Authorities statutory obligations to members of the public who are threatened with homelessness by way of preventing their homelessness.</p> <p>Where homelessness has already occurred or cannot be prevented, undertake investigations into the client's circumstances and determine outcomes to relieve homelessness.</p>	

Principal Accountabilities
<ul style="list-style-type: none">• Assessment of applicants circumstances and housing need• To interview customers using tact and diplomacy, care and compassion when assessing a customer's housing situation which can be distressing, embarrassing or highly sensitive.• To gather information on a customer's housing situation including identifying support needs, persons who are to be accommodated with the customer, last settled accommodation and liaise with other services which may be required, i.e. Adult and Children's Services.• Carry out and oversee statutory duties in line with legislation• To assess, investigate and make decisions on a customer's eligibility, homeless or threatened with homelessness status, whether or not they are in priority need, intentionality and if local connection is applicable under Housing (Wales) Act 2014. Postholder is required to make decisions in accordance with the act early on in the assessment without supervision.• To undertake assessment of support needs to identify any difficulties in sustaining accommodation (private and social). Factors taken into account include poverty, outstanding debts, physical and mental health, physical and mental disability or where there is a history of rough sleeping as an unmet support need it is likely to lead to repeat homelessness.• To hold and manage a caseload and identify, analyse and tackle underlying housing and other needs to prevent homelessness and provide appropriate accommodation for the customer.• To complete a personal housing plan with the customer with agreed objectives in order to assist in the prevention or relief of homelessness. To co-ordinate cases where multiple agencies are involved.• The post holder has full discretion to use financial payments from the Discretionary Fund, provide advice in regard to welfare benefits and debt management, convene and chair planning meetings to work in partnership with colleagues both internally and externally to assess a customer's social care, health and other needs to develop a holistic plan.

- To provide a wide range of advice to customers, internal and external services. Examples include; social/private sector eviction notices, reposessions, mortgage and private sector arrears, mediation, conflict resolutions, housing and homelessness legislation, landlord and tenant disputes, Social Housing policy and procedure, disrepair, harassment and violence.
- To provide a mediation and conciliation service to parents, friends, neighbours, spouses, relatives and landlords by influencing and/or persuading to prevent and remove the threat of homelessness. To be able to diffuse contentious and distressing situations in order to provide an amicable outcome for all parties.
- To respond to emergency situations, examples include; fire, flood and other disasters by attending the scene of a disaster and assessing customers immediate housing requirements. To provide a housing solutions service at emergency rest centers in the County.
- To secure of help secure suitable accommodation by way of providing supported housing, move on accommodations, shared housing, accommodation with friends or family, supported lodgings, social or private rented.
- To record and compile data into a statistical format for Local Authority's and Welsh Government. To provide data under the Freedom of information Act.

Supervision/Management of People

N/A

Employment Checks/Specific Requirement i.e. DBS

N/A

Special Working Conditions

This role involves driving regularly and a full driving license is required along with access to a vehicle.

Person Specification

The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.

Academic/ Professional Qualification

Essential /
Desirable

How this will be
assessed?

Postholder must hold a relevant professional qualification related to housing and have attained up to A level standard education.

Desirable

Application/Interview

Knowledge and Experience

Postholder is required to understand and apply legislation relating to homelessness and be able to recognise when legal duties are owed	Essential	Application/Interview
Postholder is required to recognise persons from abroad who would not be eligible for housing assistance and have knowledge of external agencies/wider legislation that can assist.	Desirable	Application/Interview
Postholder must be able to interview appropriately with sensitivity and empathy balanced with understanding of legal remedies available, i.e. Occupation Orders	Essential	Application/Interview
Postholder is required to demonstrate a wide range of knowledge and identify tools to assist and advise customers in the prevention and relief of homelessness	Essential	Application/Interview
Postholder is required to understand and recognise cases of child neglect or abuse and report in line with safeguarding policies and procedures.	Essential	Application/Interview
Postholder is required to have a sound knowledge of welfare benefits to assist with income maximisation when preventing or relieving homelessness.	Desirable	Application/Interview
Postholder must have knowledge and understanding of the definition of vulnerable and know the referral points for specialist support	Essential	Application/Interview
The postholder is required to have knowledge of local and central government policies that can affect housing outcomes for the customer, this would include the impacts of economic downturn and affordability	Essential	Application/Interview
The postholder must have experience of dealing with vulnerable people	Essential	Application/Interview
Postholder must be aware of political context in which decisions are made	Desirable	Application/Interview
Skills		
Welsh Language	Desirable	Application
Postholder must be able to interpret and apply relevant and pertinent legislation and case law and strong decision making skills	Desirable	Application/Interview
Postholder must be able to work on their own initiative and be able to plan and prioritise effectively.	Essential	Application/Interview
The postholder must have competencies in forward thinking and demonstrate professionalism to a high standard at all times	Essential	Application/Interview
Postholder must be able to demonstrate the ability to build effective working relationships with internal and external partners.	Essential	Application/Interview
Flintshire County Council Core Behavioral Competencies	Essential	How this will be assessed?
Customer First:	Essential	Application/Interview

Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.		
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.	Essential	Application/Interview
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.	Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview