

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Prevention Officer	Location:	Cirencester based
Job group:	Case/Field Worker - Level 1	Peer group no:	PG-C7
Reports to:	Caroline Clissold	Working hours:	37
Business World Post number:	88000994	Line management responsibility:	No
		Direct Reports:	na
FTE Salary pro rata:	£18,805 - £23,048	Contract type:	Permanent
		Further detail	na
Main purpose of this specific role:	<p>To provide comprehensive homelessness prevention advice to customers with a range of housing related issues on behalf of Publica. The Prevention Officer will work with applicants to find solutions to their housing difficulties and thereby prevent homelessness occurring.</p> <p>The role will include implementing the provisions of the Councils Choice Based Lettings scheme and the Homelessness Reduction Act by working closely with the customer and a range of partner agencies to prevent homelessness occurring.</p>		
Essential qualifications/skills/ experience specific to this role:	<ul style="list-style-type: none"> • GCSE English and Maths C/ Level 4 or above • Experience of working in office based environment as part of a team for a minimum of 2 years • Experience of working with clients with complex needs in a support role or setting 		

	<p>Generic Job Profile:</p>
<p>Main Purpose:</p>	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • To escalate to the relevant expert as and when necessary • Undertake site visits if/when required
<p>Key Responsibilities:</p>	<ul style="list-style-type: none"> • Undertake initial assessments for all customers approaching the Council for assistance with their housing situation to determine what duty, if any that is owed under the Housing and Homelessness Reduction Acts • Make appropriate referrals to Homeless Relief Officers where clients are identified as being homeless imminently or if Prevention measures have failed and the homeless Relief duty will be triggered shortly • Ensure Homeless Relief Officers are aware at an early stage when the Prevention Duty is triggered for clients or families that have complex or chaotic needs • Make referrals to Specialist Project Workers (site dependant) to prevent homelessness occurring at the earliest possible stage, and before a housing duty is triggered • Carry out in depth Housing Needs Assessments for clients who are homeless or threatened with homelessness intervening at an early stage to prevent homelessness from occurring • Assist and cover for Relief Officers during busy periods or annual leave with the placement of homeless clients into emergency accommodation • Manage a small case load of non-priority Relief cases

- Motivate and enable individuals to create and progress through individual Personal Housing Plans to find and sustain new housing, taking account of their personal circumstances
- Maintain regular contact with clients and ensure that Personal Housing Plans are regularly updated to reflect any changes
- Empower individuals/households to find their own solution to their housing crisis
- Manage a caseload of people who are currently experiencing a housing crisis, and provide a service that seeks to minimise the duration of that crisis
- Assist vulnerable groups to apply for social housing via Homeseeker Plus
- Assess applications to Homeseeker Plus, the Council's Choice Based Lettings scheme, including making eligibility and banding decisions having full regard to the Homeseeker Plus policy
- Carrying out enquiries to verify Homeseeker Plus applications, liaise with Housing Providers and any other Homeseeker Plus administration tasks as required.
- Conduct home visits to appropriate locations as and when is necessary, to assist in the investigation of households circumstances.
- Issue decision letters at the appropriate stages of the Prevention process
- Maintain accurate records both written and electronic and other monitoring information as required

- Develop relationships with private sector landlords in order to maximise the use of private sector accommodation in order to prevent homelessness wherever possible
- Liaise with relevant agencies to ensure applicants are able to access appropriate support as identified in their Housing Needs Assessment to prevent homelessness from occurring where possible and to ensure accommodation is maintained into the future.
- Provide information, advice and assistance to applicants about sources of accommodation, benefits available to help with housing costs, other Welfare benefits, grants and loans, and other sources of specialist advice and information
- Compile and maintain clear case notes during initial assessment and on-going casework, including full interview and assessment reports of all visits, interviews and enquiries, updating records and data as and when required
- Assist the Housing Manager in reviewing the service in order to maintain and improve quality
- Maintain a thorough knowledge of Housing and related legislation, including the Housing Acts, case law, the Homeless Reduction Act code of guidance and good practice in the implementation thereof
- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 take reasonable care for the health and safety of yourself and of other people who may be affected by your acts or omissions at work; and co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions
- This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from

	<p>time to time to reflect the changing needs of the department, always in consultation with the post holder.</p>
<p>General Accountabilities:</p>	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
<p>Essential Requirements, Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> • A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English • Ability to build customer relationships • Experience in assessing routine situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve routine issues by negotiation • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
<p>Desirable Requirements Qualifications, Skills and Abilities:</p>	<ul style="list-style-type: none"> • Relevant recognised qualification • Knowledge and experience of working in a public sector organisation
<p>Special Conditions:</p>	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel

Date reviewed:	11/11/2021
Reviewed by:	Caroline Clissold
Manager job title:	Housing Manager
Date of issue:	11/11/2021