

Job Description



South
Cambridgeshire
District Council

Department Housing & Environmental Services	Location South Cambridgeshire Hall
Job Title Housing Advice/Homelessness Assistant	Post Number G.2.4.3
Grade Grade 4 SCP20 -25	Salary Range
Responsible To Housing Advice/Homelessness Manager	Responsible For -
Health Considerations/Risk/Surveillance Required VDU Habitual User	

Key Result Areas/Overview

To provide a first line specialist support service for the Housing advice and Homelessness Team.

Dimensions of Job

To provide an effective and efficient specialist support service to the public and to the Housing Advice and Homelessness Team, through the provision of a first line triage system for assessing the urgency of case work requests (resolving at first contact where possible) and by providing an administrative support service to the team.

Key Contacts/Communication Links

Internal

Housing Advice team members, Housing Support Workers, Housing Service Officer and Customer Services Staff, Finance and Accountancy Officers Council Members, Council officers,

External

The public, housing associations providing temporary accommodation, other local authorities, private landlords and letting agencies, professional agencies i.e. social services

Key Responsibilities/Specific Duties

To ensure compliance with housing legislation when responding to frontline queries and requests for specialist housing advice from members of the public, colleagues, elected members and other professionals. This includes advising clients on their housing options, including private rent, low cost home ownership, the housing register and choice based lettings as well as on the availability of temporary accommodation and homelessness legislation.

To ensure that queries are appropriately resolved at first contact where possible and to determine the priority of follow up appointments where required.

To co-ordinate all case work appointments undertaken by the team, including assessing requests for urgency and appropriately matching appointments to Officers specialist areas of knowledge.

To maintain up to date information on current housing provision in the district and surrounding areas to ensure appropriate advice is given on housing options in the area.

Nominating clients to temporary accommodation using standard forms and procedures.

Issuing Housing Register forms, updating the register with new information as received, and advising on areas of choice.

Compiling quarterly statistical returns for (including P1E and PI statistics) as well as other statistics required and maintaining statistical data on all housing advice enquiries and homeless applications.

Monitoring people moving in and out of temporary accommodation and keeping a database up to date with this information;

To ensure that team invoices are checked and processed in a timely manner and to follow up any invoice disputes and queries with the supplier and/or Accounts team(s)

To provide administrative support to the Housing Advice/Homelessness team as required.

To assist in the production of in house leaflets, ordering of government and other leaflets, and promotion of the Housing Advice Service throughout the district via advertising and distribution of information.

To work in an internal and external customer related way in accordance with adopted procedures and good practice.

To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.