

JOB DESCRIPTION

Housing Options Officer

Service area:	Housing Services
Reports to:	Head of Housing Services Delegated supervision to Senior Housing Options Officer
Responsible for:	N/A
Location:	Buxton /Leek / Agile Working
Work flexibly between various locations:	Yes
Grade:	AG5
Salary range:	SCP 20 - 24
Car driver:	Yes
Essential/casual:	Essential

JOB PURPOSE

To participate in the delivery of a professional and responsive Housing advice service across the Alliance through to ensure the aims of the Alliance are achieved.

To work flexibly across customer services and the Alliance to ensure organisational and public service outcome are maximised.

JOB DUTIES

1. To work autonomously to ensure both Councils' statutory duties under relevant homelessness legislation are delivered in reference to the Homeless Code of Guidance and Homeless Reduction Act 2017.
2. Work independently to provide consistent homelessness & housing advice across both Councils.
3. To proactively manage case load, ensuring provision of homeless prevention advice, dealing with individuals in extreme distress or with complex needs.
4. To maintain professional knowledge of prevailing legislation through continuous professional development.
5. The delivery of housing advice surgeries across both Council areas.
6. To review home options applications.
7. Implementing circumstance/banding changes for home options applications, including homeless banding and undertaking external reviews as required.

8. Represent both Authorities at multi-agency meetings as appropriate, including statutory groups such as MAPPA, MARAC and IOM, ensuring high levels of professional advice and confidentiality are maintained.
9. Carry out other such duties which the Head of Housing Services may from time to time require. To maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- Promote, both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance GROW values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to Alliance locations
Working Patterns	Hours of work as agreed with the line manager. Some out of hours work may be required
Working Conditions	Agile working (with travel to Alliance office locations as required)
Resources Staff/Finance	NA
Physical	Working to planned priorities
DBS	Enhanced