****JOB DESCRIPTION

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| Job Title | **Housing Triage Assistant** | Post Number | HD803, HD804, HD815 & HD914T |
| Grade | GR05 – 06 | Service Area | Housing Services |
| Special Conditions  | Basic DBS Check Required  | Additional Benefits | Casual Car User |
| Authorised by | Director of Communities and Housing | Date | November 2024 |

**Job Purpose**

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| The purpose of this role within the Council is: | To act as the first point of contact for all customers contacting presenting as homeless.Signpost customers to the appropriate support services that may be accessed relevant to their needs.Assess Homelessness and Eligibility to trigger an initial Homelessness Application. |
| Responsible for demonstrating commitment to working in line with the Councils' values |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework |
| The postholder works for: | Principal Housing Officers |
| The postholder manages \supervises: | None |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) |
| 1 | To respond to customer queries in relation to housing and provide specific advice in relation to homeless queries. |
| 2 | To manage incoming call volumes alongside securing appropriate documentation to establish homelessness and eligibility for new cases.  |
| 3 | To be responsible for providing advice to homeless households with the review to prevent homelessness wherever possible and reduce the need for customers to access statutory services. |
| 4 | To establish customer’s support needs at an early stage and refer to relevant agencies where appropriate; this includes internal Outreach support and other partners.  |
| 5 | Manage computer systems to ensure all new approaches have been identified and contacted in a timely fashion with the view to prevent homelessness wherever possible.  |
| 6 | Work in partnership with other agencies to make appropriate referrals to access support for vulnerable customers. |
| 7 | Obtain a full working knowledge of the Housing Act 1996 Part VII and the Homelessness Reduction Act 2017. |
| 8 | Maintain accurate and consistent records on appropriate computer systems in accordance with the relevant legislation. |
| 9 | To support customer enquiries (by telephone, email and face to face where appropriate) in accordance with the authorities Customer Service Standards. |
| 10 | Support other members of the team as required and undertake tasks which will ensure optimum service delivery. |
| 11 | Work closely with the team and support the development of plans and strategies for the Housing Service. |
| 12 | Obtain appropriate documentation to satisfy Homelessness and Eligibility criteria in line with the Homelessness Reduction Act 2017. |
| 13 | To carry out a rapid initial assessment of each customer’s needs and circumstances to support Housing Options to provide the right support going forward.  |
| 14 | To prevent or delay homelessness through comprehensive advice to customers about their housing rights and options available to them.  |
| 15 | Ensure that an accurate, detailed record is kept of all interviews, telephone calls and follow up action taken (and that files are maintained to a high standard) in order to assist effective case management. |
| 16 | Maintain a good understanding of policies and procedures for safeguarding children, vulnerable adults and people affected by Domestic Abuse and alert Children or Adult Social Care if they suspect a child or vulnerable adult may be subjected to abuse.  |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Good educational background with a good level of numeracy and literacy skills | E |  |
| Housing qualification or a similar related field |  | D |

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| Experience | Essential | Desirable |
| Computer skills: Microsoft Window Packages and Housing related computer systems | E |  |
| Planning and prioritising own workload to meet deadlines | E |  |

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| Skills Required | Essential | Desirable |
| Strong customer focus with the ability to treat customers with respect, adapting own behaviour to communicate with the customer in a way that suits the customer’s needs | E |  |
| Knowledge of all aspects of Housing Legislation, Policy and Guidance | E |  |
| Previous experience in a Housing or similar related field |  | D |

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| Behaviours | Essential | Desirable |
| Able to encourage the close working of the team and is tactful and diplomatic in all situations | E |  |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.

Career Grade:

**The grade to which appointment to and progression through the structure will be determined is dependent on the following criteria:**

**At Appointment – Grades 5 and 6**

* Appointment is subject to a vacancy at this level being available within the Housing structure **AND**
* Meeting the criteria specified in the person specification to carry out the required level of duties to be appointed to either Grade 5 or 6. The level of experience and knowledge will determine the Grade at appointment within the Housing Assistant banding.

**Progression from Grade 5 to Grade 6**

* The post holder has fully demonstrated that they meet the criteria/experience specified at Grade 5 **AND**
* The line manager can confirm the post holders satisfactory performance in the post/undertaking the level of responsibility required at Grade 5 **AND**
* The line manager recommends and fully supports progression to Grade 6