



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Communities
Section:	Housing: Housing Needs
Post Title:	Homelessness Intervention and Prevention Assistant
Post Number:	
Accountable to:	Homelessness Prevention Team Leader
Management responsibility for:	None
Authority to liaise with:	Internal: Revenue and Benefits, Environmental Health, Safer Communities, Adur Homes, Housing Solutions, Planning, Building Control, Finance, Legal. External: Members of the Public, other Local Authorities, Benefits Agencies, Government Departments, Emergency Accommodation Providers, Registered Providers, Supported Housing Providers, Private Sector Landlords and Lettings Agents, Bailiffs, Social Services, Police, Probation Service, Health Professionals, Solicitors, other Agencies, such as advice agencies and support providers, Voluntary Sector
Meetings attended on a regular basis:	Team Meetings, case conferences, landlord forums, others as required
Work style	Flexible

Principal purpose of job (role summary)

To work with households and in partnership with other agencies, landlords, private and public sector services to identify those at risk of homelessness early and find innovative lasting solutions to prevention homelessness and meet housing need.

To ensure full enquiries and make decisions under the prevention and relief statutory housing legislation on the Councils' duties where the household is homeless or threatened with homelessness.

To support households placed in temporary accommodation to find suitable accommodation either through supported housing, social housing or the private rented sector or any other suitable arrangement

Carry and manage a caseload across Housing Needs

Main duties, tasks and responsibilities of post holder

1. To provide appropriate confidential and impartial face to face advice and assistance to households at risk of homelessness to enable them to consider prevention solutions. This will include mediation with families and landlords, liaising and negotiating with external organisations and agencies. To intervene in landlord and tenant disputes in the private sector with the object of preventing evictions and homelessness.
2. Undertake holistic assessments in line with the Homeless Reduction Act 2018 to identify the housing, support needs and risks of an applicant and each member of their household and, through consultation and agreement with the household (and, where appropriate, other services), devise and implement suitable personal housing plans to ensure that identified needs are met ensuring that a full range of advice and information is available.
3. In line with Council's statutory duties, implement, update and review personal housing plans which are agreeable to both the household and the Council.
4. To assess if Eligible (Section 184), enact and end duties under Section 189, 190 and 195 of Homeless Reduction Act Prevention and Relief Duties. Assess if accommodation should be provided under Section 188, including Section 213 referrals to Adult Social Care and Mental Health to secure support to enable provision of accommodation under Section 188. To provide evidence and information to Homelessness Prevention and Intervention Officer in relation to Part VII and main duty under Section 193.
5. To establish dates and diarise the timetable to meet duties in respect of the Homeless Reduction Act 2018. To provide advice about the Council's housing register including advice to people who are not eligible to join the Council's housing register.
6. Provide positive, effective and often complex legal, housing advice and information to customers, colleagues and professionals from other agencies, in compliance with the Landlord & Tenant Acts, Protection from Eviction Act, Housing and Homelessness Acts, and other related legislation. Investigate applications for assistance with housing under the terms of the Housing Act, 1996 (Part VII) as amended, to determine whether applicants are eligible for local authority assistance and homeless.
7. Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and landlords and other agencies as appropriate.

8. As part of the Housing Solutions team respond to all written, telephone and online enquiries relating to households at risk of homelessness.
9. To analyse income and expenditure data and complete thorough financial assessments of clients circumstances to establish available options. To liaise with the Councils Accommodation Team and letting agents to secure accommodation in the private rented sector where suitable. Through a casework system, support households in temporary accommodation to find suitable permanent housing by developing creative solutions, including consistent use of the Social Housing Allocations Policy, the Private Rented Sector (PRS), low cost home ownership options, supported accommodation and any other source of suitable permanent accommodation
10. To have a flexible approach and tailor the service according to the agreed identified needs of the household, delivering the required support both within and outside of the main office including through home visits and outreach sessions at other agencies.
11. To ensure that an accurate, comprehensive record is kept of all interviews, visits, meetings, telephone calls and follow-up action (and that files are maintained to a high standard) in accordance with the Council's policies and procedures and in order to assist monitoring, decision-making and effective case management.
12. To log customer enquiries on the Council's internal housing system, scanning and indexing of related documents and complete detailed notes and reports on case files.
13. To attend appropriate training sessions surrounding homelessness, welfare reform and legislation changes affecting the role and options available to applicants.
14. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
15. To participate in the operation of a duty rota for the effective operation of the service and to cover for absent colleagues.
16. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
17. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
18. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.