



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Homelessness Intervention and Prevention Officer - Duty to Refer
Post Number	
Accountable to	Homeless Prevention Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	July 2025

Job Description - Principal purpose of job (role summary)

As Homelessness Intervention and Prevention Officer - Duty to Refer you will support the Homeless Prevention Team Leader to work with households referred to the council under Duty to Refer, in partnership with other agencies and public sector services to identify at an early stage those at risk of homelessness and find innovative lasting solutions to prevent homelessness and meet housing needs.

To ensure that full enquiries are carried out and that decisions are made under the statutory housing legislation on the Councils' duties where a household is homeless or threatened with homelessness, taking into account relevant codes of guidance and case law.

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

Hold and manage a caseload of homelessness cases, including Prevention, Relief and Main Duty cases.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities
Undertake holistic assessments of customers' housing circumstances and needs in order to establish all relevant information and advise customers of all appropriate housing options, ensuring that a full range of advice and information is available.
In line with the Council's statutory duties, develop realistic prevention and relief personalised housing plans in compliance with the Councils' statutory duties under the Homelessness Reduction Act 2017, ensuring that such plans are kept under review.
Where necessary, investigate applications for assistance with housing under the terms of the Housing Act, 1996 (Part VII) as amended, recommending appropriate action and issuing legally sound decision letters. This includes carrying out statutory reviews as delegated by the team manager.
Identify and 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. This will include immigration and benefits legislation.
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.
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.
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.
To ensure that Homelessness Case Level Information Collection (H-CLIC) data is updated accurately and regularly in order to provide detailed enquiry into the causes and outcomes of homeless presentations and in order that the Council's statutory duty to provide H-CLIC data to the Government is fully complied with.
Maintain an up-to-date knowledge of housing legislation, including new case law, codes of guidance, best practice and new initiatives and the Council's housing allocations policy, taking steps to assist in the update of policies and processes to incorporate those changes and be ready to apply them
The post holder will be required to represent the Housing Needs team at multi-agency meetings and case conferences as required.
To participate in training events as and when required.
To participate in the operation of a duty rota and out of hours rota systems for the effective operation of the service and to cover for absent colleagues.
To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe all policies and guidelines as defined by the Councils' Data Protection Officer and/or the Service Data Controller.

Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
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.
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.

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and 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.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Educated to Level 2 or equivalent experience	Educated to Level 3 in a relevant discipline.
Knowledge	Detailed knowledge and understanding of housing and homelessness legislation and	

	<p>its implications on current issues including case law.</p> <p>Strong knowledge of social housing allocation and private rented sector.</p> <p>Detailed knowledge and understanding of the causes of homelessness and best practice in preventing homelessness.</p> <p>Detailed understanding of Welfare Benefits</p>	
Experience	<p>Experience of effective partnership working which has led to positive solutions.</p> <p>Experience of dealing with people face to face with complex needs and displaying challenging behaviour.</p> <p>Experience of working in a housing or related environment.</p>	
Communication	<p>Writes clearly and succinctly, conveying key information effectively and creating a positive impact.</p> <p>Speaks in a clear and confident way, getting the key points across to a diversity of audiences.</p>	Ability to work with a range of internal and external partners to manage and support the best outcomes for customers.
Relationship Building	Strong relationship building skills with ability to interact positively with vulnerable customers who are distressed or have complex needs.	
Analytical	<p>Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes.</p> <p>Reaches sound judgements after careful and systematic evaluation of relevant facts.</p>	
Planning/ Organising	<p>Good financial awareness and ability to undertake financial assessments.</p> <p>Able to work as part of a team and on own initiative.</p> <p>Time management and organisational skills.</p>	

Other requirements	<p>Solid IT skills, including competence with word processing, spreadsheets, databases and email, and the ability to learn how to use new IT applications.</p> <p>An understanding of and commitment to confidentiality and professional boundaries.</p> <p>An understanding of equal opportunities and how it can be applied within the role.</p> <p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	
---------------------------	--	--

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	