

## LONDON BOROUGH OF LEWISHAM

<b>JOB DESCRIPTION Designation:</b>	Homeless Prevention & Assessment Apprentice	Grade:	APP
Reports to (Designation):	Homelessness Prevention & Assessment Operations Manager	Grade:	SGM1
Directorate:	Housing Strategy	Section:	Housing Needs & Refugee Services

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### **Main Purpose of the job:**

To provide customer-focused, efficient and effective administrative and clerical support to the Homeless Prevention & Assessment Service

To deliver high-volume, routine administrative tasks as required in order to support the effective and efficient delivery services within Homeless Prevention & Assessment Service. The role exists to strengthen the team's ability to prevent homelessness, assist vulnerable households, and ensure that statutory duties are met efficiently and lawfully.

To help facilitate office organisation and communication within Homeless Prevention & Assessment Service. Preparation of legally compliant case files.

To support the accuracy, maintenance, and development of data and information systems in response to changing needs and to ensure effective implementation and review.

The postholder will gain hands-on experience across several housing services while completing a recognised housing qualification, developing the skills and knowledge required for a career in the housing sector.

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### **Summary of Responsibilities:**

#### **As an Apprentice you will:**

- 1.** Assist officers in completing administrative tasks that ensure housing casework is accurate, well-organised, and legally compliant.
- 2.** Contribute to the preparation, redaction, and quality-checking of housing files for legal processes, audits, and case reviews.
- 3.** Work collaboratively with colleagues across housing services, including allocations, lettings, medical assessments, and housing initiatives.
- 4.** Provide initial customer service support to residents, partners, and external agencies, ensuring enquiries are handled professionally and sensitively.
- 5.** Help officers gather information required for homelessness assessments, personalised housing plans (PHPs), and tenancy sustainment work.
- 6.** Support the coordination of temporary accommodation placements and referrals to supported housing where required.
- 7.** Assist with the administration of financial support schemes such as Discretionary Housing Payments (DHPs), deposits, and budgeting support.
- 8.** Maintain accurate records, update databases, and ensure information is stored in line with data protection and confidentiality requirements.

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**Personal Duties:**

1. Participate in training, supervision, and development activities to build professional competence and complete the apprenticeship qualification.
2. Prepare, organise, and redact housing case files to a high standard, ensuring compliance with legal, safeguarding, and data protection requirements.
3. Provide courteous and effective customer service, engaging positively with residents from diverse backgrounds, including refugees, migrants, and vulnerable individuals.
4. Support officers in gathering documentation, contacting landlords, arranging appointments, and following up on actions within personalised housing plans.
5. Assist in monitoring tenancy sustainment cases by helping residents access budgeting support, financial assistance, and advice to prevent eviction.
6. Help maintain accurate case notes, update internal systems, and ensure information is recorded promptly and correctly.
7. Work with colleagues to support rough sleeping outreach, including coordinating information, logging reports, and assisting with multi-agency communication.
8. Contribute to the smooth running of the service by managing incoming correspondence, scanning and uploading documents, and maintaining organised digital records.
9. Uphold the Council's values as the UK's first Borough of Sanctuary by promoting dignity, fairness, and inclusion in all interactions.
10. Participate in team meetings, training sessions, and development opportunities, demonstrating a willingness to learn and take on new responsibilities.

11. Follow all Council policies, including safeguarding, equality and diversity, confidentiality, and health and safety.

Internal Contacts: These will include the Housing Benefit Service, Council Tax Service, Social Care, Education Department and Crime Reduction Service.

External Contacts: This will include the DWP, CAB, Health Services, Registered providers and all voluntary agencies associated with homelessness and welfare or financial advice

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Consideration will be given to making reasonable adjustments for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE  
TO MEET THE CHANGING NEEDS OF THE SERVICE.**

Number of fully managed staff: None