

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>Housing Advice &amp; Early Intervention Officer</b>	<b>Grade:</b>	<b>Sc 6</b>
<b>Reports to (Designation):</b>	<b>Housing Advice &amp; Early Intervention Team leader</b>	<b>Grade:</b>	<b>PO3</b>
<b>Directorate:</b>	Housing Regeneration & Public Realm	<b>Section:</b>	<b>Housing Needs</b>

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

To act as the first point of contact for clients and others presenting to the service.

To undertake initial triage assessments to identify support and housing need for clients who may be vulnerable with complex needs.

To provide an efficient, person centred, information, advice, guidance, intervention, assessment, assistance and practical support service to residents, enabling them to make informed choices in relation to their housing needs and signpost as necessary.

To carry out holistic assessments of housing, health and social care needs, providing appropriate interventions and referrals, with the aim of minimising avoidable escalation to homelessness and use of higher level statutory and crisis service provision.

To provide advice information and assistance in regards to housing options and services available.

To coordinate referrals to other services where appropriate. To ensure that all client details are logged and updated accurately.

To carry out administrative duties to ensure efficient service delivery.

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#### **Summary of Responsibilities and Personal Duties:**

1. To promote a housing options approach to service delivery by providing advice information and assistance.
2. To prevent and resolve homelessness/ housing issues by joint working with other departments and agencies.
3. To triage, carry out initial assessment and assessment of needs for customers and determine if a person is likely to be homeless or threatened with homelessness and refer any cases to the relevant team for specialist prevention/relief work.
4. To identify where referrals to relevant agencies are appropriate
5. To input data and ensure IT systems are kept up to date and accurate
6. To have an understanding and knowledge of the support needs of all cohorts who may approach the local authority with a housing need, including mental health, substance misuse, offending, learning disabilities, physical health, education employment and training.

7. To have an understanding and knowledge of the services available to support vulnerable adults, both statutory and voluntary.
8. To have an understanding of the supported accommodation to which clients can be referred.
9. To have an understanding of the Housing Act 1996 Part 7 as amended.
10. To deal with telephone enquiries from internal and external stakeholders and members of the public.
11. Assist in implementing changes to working methods in order to ensure continuous service improvements.
12. Apply statutory requirements regarding data protection and other legislation relevant to the post
13. To manage resources to ensure that service has sufficient resources to carry out its functions including stationary and leaflets.
14. To ensure that the information available for distribution to clients is up to date and accurate.
15. To organise and arrange team meetings and others as required
16. To promote and act in accordance with the Council's policies and codes of conduct relating to Equal Opportunities, customer care, staff management and health and safety.
17. To undertake any other duties reasonably requested by a manager.
18. To adhere to policies and procedures relating to the Safeguarding of Children, Young People and Vulnerable Adults

Internal Contacts: These include officers from across Customer Services, Housing Services Division, officers from across the Council eg Housing Benefits, Strategic Development, Childrens Young People Directorate, Corporate Procurement Team

External Contacts: This will include Lewisham Homes and other Registered Providers, agencies from the voluntary sector, Landlords, Landlord Agents, Capital Letters, Police, Advocates.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

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

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

Consideration will be given to restructuring the duties of this post 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:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE: Housing Advice & Early intervention Officer**

**POST NO:**

**DEPARTMENT: Housing, Regeneration and Public Realm**

**GRADE: Scale 6**

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**  
Understanding of how equality and diversity relates to this post **S**

### **Knowledge**

Knowledge of housing related support services **S**  
Knowledge of the housing options approach to homelessness prevention. **S**  
Knowledge of the support needs of vulnerable adults in housing need. **S**  
Knowledge of support services available to vulnerable adults. **S**  
Good Knowledge of the Homelessness Reduction Act 2017 (as amended) **S**

### **Aptitude**

Analytical thinking and judgment  
Managing self and relationships with others  
Creativity and innovation  
Personal effectiveness  
Ability to deliver excellent customer service outcomes for clients

**Skills**

(Skills can only be used as shortlisting criteria if the skill is to be tested)  
(To Be Tested – S)

**S (To be tested)**

Ability to focus on service priorities in a pressurised and high profile environment

Ability to apply the principles of diversity and equality in service provision

Ability to build up and maintain a network of external contacts who can help achieve service goals.

Ability to use IT systems to support the achievement of goals.

Ability develop new ideas and practically implement them to solve problems and bring about improvements to services and resources.

Excellent communication and customer care skills

Excellent communication skills- verbally and written

**S**

**Experience**

Experience of working with vulnerable customers

**S**

Experience of working within an outcome focused service

Experience of working with IT systems.

**S**

Experience of carrying out administrative duties for a service.

**S**

Experience of dealing with and managing challenging behavior

**General Education**

Good level of general education

**Personal Qualities**

Motivated, adaptable and accurate

Able to influence others

Able to work as part of a wider, corporate team

**Circumstances**

**DBS Disclosure Required?**

**No**

**Basic**

**Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post