



# Role Profile

Homelessness Prevention Officer				Purpose			
Reference No.	I405.01	Type	Individual	Provide a front-line proactive role in preventing homelessness and a reactive role in assisting actual and potentially homeless people secure permanent housing, which meets their requirements.  Interact with various agencies and personnel, e.g. GP's, Solicitors, Social Work, Police, DWP, Keyfund Service, Area Housing Management Teams, Customer Services, Elected Members and MSP's.			
Service	Communities/Housing Services						
Job Family	Para Professional	Grade	FC6				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Case managing customers who are threatened with homelessness from initial approach through to resolution. Meet with customers on a regular basis with a view to preventing homelessness where possible. This also includes liaising with other internal/external organisations. Discuss and agree an acceptable outcome with customers in respect of affordable housing options.				Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent		✓	
				Level 2 in the National Standards for Housing Advice and Information (previously Homepoint)			✓
				Ability to provide a regular and effective service		✓	
Investigating complex applications made under the Homeless Act to enable legally sound decisions to be made. Contact other Local Authorities, landlords, benefit agencies, police, hospitals, solicitors,				Knowledge of housing in both the social and private rented sector		✓	
				Knowledge of Housing Options across all tenure types		✓	

E = Essential Criteria    D = Desirable Criteria

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
employers, Home Office or support services to confirm appropriate action.	Understanding of Housing and Homelessness legislation		✓
Arranging temporary accommodation appropriate to the customers' needs, whilst considering all medical, social, and educational and support requirements.	Working in a person-centred approach and in a partnership environment		✓
Collecting risk information from customers and relevant agencies and update risk assessment regularly.	Ability to manage a complex caseload	✓	
Participating in attendance at various working groups as required.	Ability to manage own workload and work to deadlines	✓	
Assisting customers to complete a homeless application and also a Fife Housing Register Application advising on the appeals procedure and maintaining accurate records through the use of HL1 and Prevent 1 system for use by Housing Service and Scottish Government.	Communication skills	✓	
Assessing applications made under the Housing (Scotland) Act 1987/2001/2003 amended and in line with good practice, council policy and the Code of Guidance.	IT Skills (Embrace technology and information)	✓	
Providing housing options advice and information on homeless issues to potential/actual homeless people, and all statutory/voluntary agencies who contact the Homeless Service.	Experience of dealing with and understanding the need for confidentiality	✓	
Processing referrals to various agencies (statutory and voluntary) who provide a range of financial advice/advocacy services including benefit entitlement, rent arrears and other debt management issues.	Experience of establishing working relationships with a variety of agencies	✓	
Advising and assisting people who have become homeless due to emergency situations in conjunction with Emergency Resilience.	Experience and ability to relate to a variety of customer needs	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Liaising with FHR partners and other housing providers to identify suitable permanent accommodation for customers.	Experience of working within a team (Work together)	✓	
Using knowledge of current Housing Legislation, make a decision regarding the housing options and homeless application and advise the customer both verbally and in writing.			
Reviewing cases regularly to ensure information is up to date in regards to customer contact details, household members, advice and assistance required by the customer, requirements of temporary accommodation or referrals to other organisations.			
Undertake regular reviews with homeless customers to ensure case information held is up to date.			
Have an understanding of the homeless performance outcomes in the Local Housing Strategy.			
Assess support requirements and make necessary referrals (i.e. short term housing support, drug/alcohol dependency). Maintain contact with support agencies to allow successful planned move-on to permanent accommodation.	Experience of and being able to relate to a variety of customer needs	✓	
Undertake a pro-active role in prevention of homelessness by providing high quality housing options advice and information. This includes advice regarding rights to the matrimonial home, private tenants' rights with regard to Notice to Quit, Council tenants facing a threat of eviction, with all advice reflecting current Housing Legislation.			
Refer to partners for those customers who may be threatened with eviction procedures to receive advice and possible mediation with mortgage lenders and solicitors in potential repossession cases.	Knowledge of Health and Safety issues	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

# Role Profile

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D

**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results