



Role Profile

Job Title: Housing Options Officer			
Reference No.	A4762	Type	
Service	Housing Services		
Job Family	Para Professional	Grade	FC7

Purpose
<p>To deliver enhanced housing options advice and provide case management support to prevent homelessness. To assess needs and make statutory decisions in relation to potentially homeless customers and work with applicants to secure rehousing, which meets their requirements.</p> <p>To undertake housing allocations, housing list management and voids management and deliver devolved, high quality landlord services by engaging with customers and partners to minimise void loss and ensure best use is made of the council's housing stock.</p>

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
<p>Providing prevention led accredited housing options advice, including initiating early intervention actions to prevent homelessness if required. Liaising with a wide range of partners and stakeholders as appropriate. Providing ongoing case management support throughout the customer journey including completing comprehensive housing and support needs assessments, coproducing Personal Housing Plans, and undertaking activity to identify and progress appropriate housing options. This may involve working with a range of vulnerable service users with complex needs through their housing pathway. Complex needs include</p>	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent in housing or related discipline</p> <p>Ability and commitment to complete qualification in Housing Advice Law SCQF level 7</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

– domestic abuse, people who use substances, people with mental ill health, people with a learning disability or other specific needs, Care Experienced Young People.

Knowledge of housing in both the social and private rented sector and of housing options across all tenure types

Experience of providing a sensitive approach to dealing with personal information from vulnerable and challenging service users

Experience of building positive relationships and working with customers to find joint solutions (see How we Work Matters Framework - Focus on Customers)

Experience of collaborating with colleagues and other services and organisations to improve outcomes (Work Together)

Experience of managing a complex caseload (Take Ownership)

Knowledge of vulnerable groups and how to work with them.

Knowledge of community based supports that are available.

Communication skills

✓

✓

✓

✓

✓

✓

✓

As part of the case management approach assessing homeless applications made under the Housing (Scotland) Act 1987/2001/2003 amended and in line with good practice, council policy and the Code of Guidance and investigating complex applications to enable legally sound decisions to be made. Working with customers to identify suitable accommodation to achieve a settled housing outcomes, including accessing interim accommodation if required. Managing any housing transitions, and liaising with partner services and agencies to coordinate appropriate support. Advising and assisting people who have become homeless due to emergency situations in conjunction with Emergency Resilience.

Understanding of Housing and Homelessness legislation

Experience of and being able to relate to a variety of customer needs

Knowledge of trauma informed practice

✓

✓

✓

<p>Matching housing applicants and existing social housing tenants to vacant properties and allocating in accordance with Council policies, procedures and plans. Using judgement within these policies to meet strategic objectives, implement local lettings plans, allocation quotas, managed pathway approaches and commissioning of specialist accommodation, showing sensitivity to individual needs.</p>	<p>Experience of working within Transfer and Allocations policies and the Common Assessment of Need</p> <p>Experience of assessing and allocating to people with specific needs; public protection, disability, homeless, persons with mental ill health</p> <p>Understanding of Housing legislation</p> <p>Ability to manage own workload and work to deadlines (Deliver Results)</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p></p>
<p>Making necessary contacts with matched applicants prior to the offer of housing ensuring verification of information and applying any specialist processes as required to issuing an offer of housing in accordance with legal and policy requirements, for example Public Protection, Care Commission, Homeless Legislation. Conducting pre exit visit and providing necessary advice.</p>	<p>Experience of working within Transfer and Allocations policies and the Common Assessment of Need</p>	<p>✓</p>	<p></p>
<p>Negotiating letting incentives with applicants at accompanied viewings. Assessing the need for goods and services required to set up and sustain a tenancy, coordinating appropriate support as necessary to ensure a positive transition.</p>	<p>Knowledge of the range of supports available to tenants</p>	<p>✓</p>	<p></p>
<p>Coordinating the void process, liaising with colleagues and partner services to oversee and ensure the efficient returning and allocating of properties at local level. Communicating with contractor to agree the standard the property should be improved to. Undertaking necessary preparation activity in relation to new build properties and property acquisitions.</p>	<p>Knowledge of legal and policy requirements for vacant housing and voids management</p> <p>Knowledge of re-letting standards</p> <p>The ability to travel to various locations at short notice</p> <p>Time management skill</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p></p>

Coordinating and managing a caseload of tenants who are subject to various legislative or policy actions due to complex circumstances, for example in relation to Short Scottish Secure Tenancy conversions, urgent estate management moves and domestic abuse.

Managing and maintaining information about applicants, tenants and tenancies in line with service procedures, information sharing protocols and corporate policies including completing risk assessments as required. Actively managing housing lists and applicants' information to enable future matching potential against vacancies.

Coordinating input from and providing professional advice to colleagues and partners including social and health services and public protection services, contributing to multi agency meetings. Representing the Housing Service at Child and Adult Protection meetings and review

Supporting service improvement and contributing to delivering strategic priorities including producing information, contributing to the development of local lettings plans and participating in Service Development Groups as professional practitioners who can use experience to improve process and customer experience. Managing own performance and targets against key performance indicators.

Knowledge of legal and policy requirements	✓	
IT skills (Embrace Technology and Information)	✓	
Experience of operating within governance and compliance arrangements		✓
Case management experience	✓	
Experience working with public protection services		✓
Conflict handling skills	✓	
Knowledge of Adult and Child Protection frameworks and requirements	✓	
Ability to work in a trauma informed way	✓	
Contribute to and promote continual service improvement	✓	
Knowledge of Service priorities	✓	
Experience of analysing and interpreting data to support decision making		✓
Communication skills	✓	
Commitment to review performance and undertake relevant personal development activity	✓	

	Ability to provide a regular and effective service	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.	Knowledge of Health and Safety issues	✓	
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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
Job Title (Specialists Tasks)			

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

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

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

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.