

Job Description

Senior Housing Options Advisor

Department	CO & T
Reports to	Safety & Resilience Manager
Hours of Work	22.5 per week, Flexi Policy applies
Grade	J

Job Purpose: To lead and manage Allerdale's Housing Options Service which identifies housing needs intelligence for special needs clients and provides services for homeless households and other people needing support to find a home.

Support Allerdale's contribution to the Cumbria Housing Strategy, the Cumbria Homelessness Strategy and the Cumbria Supporting People Programme supporting and delivering new strategies and initiatives and to support and deliver all associated policies and procedures as advised by the Safety Resilience Homeless Manager.

Contribute towards an understanding of special needs housing to inform other corporate responsibilities.

To ensure that the Council's duties to homeless households under the Housing Act 1996, as amended, are fulfilled.

Main Duties and Responsibilities:

1. Supervise and oversee the day to day operational management of the Housing Options Team and hold regular supervisory meetings with individual staff and the team, including appraisals.
2. Provide support and advice to other members of the Housing Options Team on complex cases, including harassment and illegal eviction and private sector tenancy disputes, ensuring the independent reviewing process is not compromised, wherever possible.
3. Directly manage all caseload, participate in the duty rota and provide advice and assistance to people who present as homeless or are at risk of being homeless.
4. Assess priority and non-priority need of homeless applicants and make decisions on applications received.
5. Support the implementation of the homelessness strategy, including prevention.
6. To be available on a rota basis to provide advice over the telephone to the Council's out of hour's team to support the Council's Housing Options Service.
7. Deliver as part of the team the temporary accommodation in terms of property management.
8. Lead on liaison with housing benefits and DWP to resolve complex case management issues and ensure rental income is secured for the council for the temporary accommodation unit.
9. Lead on liaison with registered housing providers, third sector housing and support providers and private sector landlords on complex cases and to establish and monitor protocols and local arrangements.
10. Attend multi agency meetings, events and forum to improve partnership working, increase the supply of housing options and resolve operational issues between agencies and for service users.

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11. Responsible for the review and revision of procedures and guidance documents to reflect changes in legislation e.g. welfare reform, Homelessness Reduction Act 2018.
12. Support residents, users of the service and delivery partners with the Cumbria choice based lettings scheme, and represent the Council, at CBL meetings and events.
13. Responsibility for the keeping, collation and submission of performance statistics for internal KPI reports, local indicators and those requested by the Government Office, with knowledge of Locata and Hcllc.
14. To undertake self-administration and participate in team administration duties as directed by the Safety Resilience & Homeless Manager.
15. Undertake any other duties as might reasonable be requested within the experience and qualifications of the post-holder, to ensure the most effective and efficient use of staff to meet corporate and service objectives. This may include project team and other cross unit working, involving the assignment of the post holder outside of their principle area of work, where suitably qualified and experienced, subject to agreement between the manager and the post holder.
16. To actively assist in the identification and introduction of new systems and techniques to improve the way the council works and to generate efficiencies.
17. To be involved, as appropriate in the event of emergency situations occurring within the Borough.

Corporate Responsibilities

- To work with diverse communities and people to support their access for involvement and to services.
- To promote equality of opportunity.
- To be clear about performance targets and actively contribute to their achievement.
- To take responsibility for own personal development.
- Embrace and promote the Council's priorities.
- Adopt the values and behaviours of the behavioural framework
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Health and Safety

- To acquaint themselves with the Council's Health and Safety Policy and to ensure that it is practiced at all times.
- To ensure any equipment, device or clothing provided by the Council intended to safeguard employees against risk of injury or ill health is kept in such a manner as to ensure its effectiveness.
- To report all accidents, dangerous occurrences and near misses to the person who is immediately senior to them or to the person to whom they normally report.
- To co-operate with the Council in meeting its statutory obligations with regard to Health and Safety at Work Legislation.

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Person Specification

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Strength	In this role it is important that an employee
Allerdale Ambassador Promoting, protecting and building our great reputation. Positive mind-set about working at Allerdale. Securing sustainable success.	Demonstrates passion and pride. Positive attitude takes personal responsibility for all council. Actively promotes and acts on feedback. Promotes Allerdale. Challenges others.
Personal Responsibility Taking ownership and accountability. Delivering on promises. Ensuring high quality, flexible and versatile services that do the right thing first time.	Gets it right first time. Takes responsibility for delivery. Focused approach. Uses the vision to inform daily activity and delivery of role. Develops self and others Owns mistakes and issues. Seeks solution involving team/others Communicates well. Communicates a compelling vision. Is transparent and honest. Works collaboratively.
Thinking Differently / Innovation Working creatively, thinking ahead and driving change. Providing a positive challenge.	Open minded, positive and receptive to change. Challenges own thinking. Identifies new opportunities. Makes change happen. Has the confidence to question.
Valuing Colleagues Working collaboratively with all colleagues, sharing best practice and knowledge.	Shows appreciation. Friendly, approachable, considerate and enthusiastic. Creates a positive and inclusive work environment. Builds trust. Considers behaviour and impact. Role model of collaborative and respectful working. Celebrates success.
Business Minded Using insight, information and experience to understand our business and drive sustainable and competitive services through effective performance management	Has interest and knowledge about Allerdale. Delivers on time to agreed targets. Accurate and efficient. Understands bigger picture.
Professional Expertise and Knowledge Providing expertise to drive and consultation and capability to ensure sustainability.	Maintains professional knowledge as required. Approachable and accessible. Provides meaningful guidance. Provides opportunities for others CPD. Is proactive in assessing any CPD gaps. Acts as mentor and champion.
Resilience and Challenge Maintaining and building rapport, being calm when faced with challenge.	Confident in applying processes and procedures. Knows when to use conviction. Positively accepts criticism and challenge. Challenges colleagues assertively face to face. Is optimistic during uncertainty. Actively seeks feedback and challenge.
Process Management Building credibility and trust to reach the right robust decision.	Accurate and consistent in applying processes. Works at appropriate pace. Has attention to detail. Deals positively with conflicting priorities. Builds credibility and trust in the service through consistent and accurate information. Challenges

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	and removes processes that don't work.
Leading People Being a role model and leading by example. Engaging and motivating colleagues through visible, collaborative leadership.	Firm, fair and consistent. Decisive and confident. Communicates effectively. Builds engagement. Deals with poor performance. Encourages others. Self-aware. Delegates effectively. Recognises strengths of others. Drives and manages performance. Honest, confident and constructive communicator.
Customer Understanding Going the extra mile, understanding customer needs and building a genuine relationship	Approachable, calm and shows genuine care and empathy. Actively listens. Takes responsibility. Adapts behaviour and language to the situation. Engages well with customers at all levels. Inquisitive about customer needs. Continuously reviews service. Helps the team prioritise.
Partnership and Stakeholder Management Building and maintaining sustainable relationships. Influencing and negotiating to add value.	Invests building relationships with partners. Understands community leadership role. Responsible and accessible. Accurately interprets partner's needs. Effectively defines and agrees expectations. Flexible in meeting partner needs
Member Engagement and Management Appreciates and understands the role of Members. Understanding differing needs and agendas.	Appreciates and understands the role of Members and the process. Understands the link between policy and service delivery. Manages members expectations
Verbal Reasoning Ability	As competent as most people at using and understanding written information
Numerical Reasoning Ability	As competent as most people at using and understanding numerical data information
Ability to meet the travel requirements of the post	Interview
The ability to work outside of normal working hours to meet the needs of the service.	Interview
Commitment to Equal opportunities and to undergo further training on existing skills	Interview
People Management – Establish direction, influence others towards shared goals and empower, inspire and motivate individuals.	Interview/Application Form
PC Skills - Able to effectively use a PC to prepare documents, record information or input data.	Application form/Interview
Team working – be able to work effectively within a busy team environment, be helpful and co-operative with others	Application form/Interview
Flexibility – an ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends	Application form/Interview
Decision making – A willingness to take action and to make decisions in line with support plans, policies and procedures, being resourceful in the face of challenges	Application form/Interview

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Pace – Works at a fast pace, copes well with higher levels of workload.	Application form/Interview
Role Requirement	Essential / Desirable criteria
Job Related Skills and Experience	
• Knowledge and experience of housing policy & practice	E
• Knowledge and experience of homelessness (HRA) policy & practice	E
• Ability to manage a team made up of centrally located and dispersed staff	E
• Understanding of tenancy management skills and practice	E
• Knowledge of HRA requirements	E
• Knowledge and full understanding of S2O2 review	E
• Knowledge of IT systems including Locata & Hcllc	E
Education & Qualifications	Essential / Desirable criteria
• 5 GSCE's including Math's & English	E
• Degree qualified in housing or related/relevant social science or experience in this field	E
Personal Competencies	Essential / Desirable criteria
• Ability to meet with clients and explain and discuss housing matters	E
• Ability to discuss with housing providers and other relevant agencies and organisations issues relating to housing needs and markets.	E