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| **Housing solution Advisor****SALARY GRADE: HBC6** | Halton Borough Council resourcing@halton.gov.uk |
| Working at Halton |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture: * Working Together – building fantastic relationships with colleagues and customers
* Continuous Improvement – keeping great service delivery at the heart of everything we do
* Personal Growth – learning, growing and developing ourselves
* Accountability – doing what we say we are going to do
* Inspiring Leadership – positive roles models and leading by example

*To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)**We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**Aside from working with a great team, our employees have access to a fantastic range of benefits, including:* A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service
* Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions
* 3 x Salary Life Cover via Local Government Pension Scheme
* Investment in your personal development
* Free Car Parking at HBC sites
* Flexible / hybrid working arrangements available **Following an initial period of training.**
* Extensive employee benefits platform including discounted shopping, car leasing, gym memberships, wellbeing hub and Employee Assistance Programme.

*For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* |
| About the Job  |
| Provide specialist advice to members of the public, with the primary aim of preventing homelessness. Investigate and make determinations on homelessness / threatened with homelessness cases, in accordance with the provisions of Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002), the Code of Guidance and Council policy and practice.More specific responsibilities include:Homelessness* Carry out formal investigations under the Housing Act 1996, to ensure that the Council fulfils its statutory duties, to determine applications, to ensure that clients are kept informed at all stages, and to issue written notifications of all decisions made.
* Monitor the progress of households under the choice based lettings scheme, ensuring that applicants are considered for properties in line with the Allocations Policy and that the information held on applicants is accurate and regularly updated.
* Assist applicants with the administration of the choice based lettings scheme and where and meet agreed national and local set targets.d alternative housing options/solutions, in order to prevent future hom appropriate, advocate and challenge the Choice Based Lettings process, to ensure allocations fully comply with the Local Authority statutory requirements.

Prevention* Contribute to the future development of prevention, assessment and rehousing services to promote housing options available.
* Provide an efficient and effective front line assessment and prevention service. Keeping the service safe by accurately assessing housing need and homelessness in line with the housing legislation within front line triage, duty assessments, telephone assessments, interviews, home visits and outreach surgeries, and at all times ensuring that the Local Authority complies with statutory duty.
* Work in partnership with colleagues and external agencies to promote the prevention agenda and identify appropriate multi agency actions and solutions, ensuring that the customer pathways are monitored and delivered in line with the customer expectations and that the customer’s needs are fully met.
* To provide up to date specialist advice options to all sectors of the public and ensure they are fully informed of the housing options and services available to them, in order to prevent homelessness wherever possible and respond to identified housing needs, egg vulnerable and complex needs client groups.
* Contribute to the development and promotion of existing and alternative housing options/solutions, in order to prevent future homelessness and meet agreed national and local set targets.

Process* Contribute towards the delivery of the prevention agenda and Gold Standard programme, to ensure that the service contributes effectively to tackling social inclusion, worklessness, welfare reform, debt and overcrowding.
* Provide a community focused service to ensure the service is accessible to all customers and partners. To include home visits to discuss housing needs and work directly with the customer to resolve the housing situation.
* Provide specialised outreach housing advice surgeries within internal and external agencies, courts, schools, colleges and hostels within the Borough.
* Seek to prevent homelessness by liaison with creditors, solicitors, Landlords, applicants, their families and the County Court etc. and by giving advice, assistance or direct action.
* Actively engage with courts, attending helpdesk sessions, representing clients and involvement with court action group.
* Deliver joint protocols with partners in providing services to the homeless households. To further promote and deliver a training programme on housing advice and homelessness prevention to other HBC staff and partner agencies
* Provide a range of advice to customers, including help with or signposting to other services, budgeting, benefit advice, help to sustain and comply with tenancy conditions and help to settle into local networks and facilitate support from the relevant agencies.
* Seek to understand and respond to the needs of others in a way that provides an excellent service, eliminates discrimination, reflects best practice and contributes towards achieving best value practices.
* Participate in marketing the Housing Solutions Service by producing leaflets, posters and attending outreach events.
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Private Rented Sector* In accordance with Localism Act 2011, establish good working relationships with private landlords, encouraging them to take homeless referrals, customers in housing need and tenants claiming housing benefit.
* Encourage landlords to consider extending their tenancies beyond the 6 months and charge rents within the Local Housing Allowance.
* Encourage private landlords to contact and work directly with the Housing Solutions team, prior to serving legal notice on tenants, thus enabling mediation to take place if appropriate or give the team maximum notice to find alternative accommodation for the tenant.
* Provide local private landlords with information on good practice, tenancy regulations and legal requirements
* Respond and provide advice on harassment and illegal eviction in the private rented sector.

Mainstay (Accommodation and floating support service)* Deliver and monitor the new information technology system that will record all supported housing accommodation and floating support referrals, and arrange interim / temporary accommodation for homeless/ prevention customers in accordance with procedural practice.
* Provide advice and risk assessment service to vulnerable homeless customers and /or customers threatened with homelessness to ensure the required support and temporary accommodation placements are instigated.
* Administer accommodation and support service using the mainstay database and liaising with providers to ensure all data submitted is accurate.
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* Operate management information systems to provide financial and performance monitoring control for the delivery of the Housing Solutions service.
* Undertake any other duties and responsibilities that commensurate with the grade.
* To participate in a rota to cover homeless and outreach advice surgeries.
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| About You |
| You will educated towards degree level or ability to demonstrate relevant experience* In addition you will have:
* Experience of dealing with customers face to face and by telephone.
* Experience of investigation techniques
* Understanding of homelessness legislation.
* Understanding of Prevention Agenda and Welfare Reform.
* Detailed knowledge and understanding of the needs of various vulnerable client groups.
* Knowledge of Housing Allocations procedures
* Effective interviewing and communication skills.
* Ability to interpret and follow procedures, policies and legislation.
* Ability to work flexibly as part of a team to achieve shared goals.
* Ability to cope with stressful environments, and apply conflict resolution skills
* Able to work with minimum of supervision.
* Able to demonstrate empathy and diplomacy in dealing with difficult situations.
* PC/Keyboard skills.
* Enhanced DBS check
* Understand and demonstrate a willingness to promote positively Equal Opportunities and Customer Care policies

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. |
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