|  |  |
| --- | --- |
| **Triage / ACCOMMODATION Officer****SALARY GRADE: HBC4** | 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
* Car leasing schemes

*For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* |
| About the Job The Triage Accommodation Officer will provide a robust and proactive front line service, giving advice and support to clients seeking housing/ homelessness assistance in accordance with the current homelessness legislation and codes of guidance. The officer will be required to undertake initial triage client assessments, to identify those who are already homeless or at risk of homelessness and escalate accordingly to the Housing Solutions Team. They will also assist in the co-ordination and management of the provision of temporary accommodation and move on provision. The Triage Accommodation Officer will be the first point of contact within the Housing Solutions Team. The role includes greeting clients, establishing rapport, completing triage assessments to determine the level of risk and need of the clients. They provide advice and guidance to the clients exploring practical solutions utilizing all commissioned and support services where possible. The officer will play a vital role in preventing homelessness and providing the required support to those in need. The role is crucial to assessing the risk of homelessness, providing early intervention assistance and offering support and guidance to individuals and families facing homelessness challenges* To be the first point of contact for all new enquiries into the service, provide advice and assistance on housing/homelessness issues and to conduct an initial assessment of the approaching household, aiming to prevent homelessness wherever possible
* To ascertain the risk of homelessness at the first point of contact and provide early intervention assistance
* To take ownership of referrals from other agencies for clients identified as needing housing needs assessments or advice and assistance to prevent homelessness.
* To assess housing/ homelessness and support needs and facilitate access to partner agencies and support
* To undertake case work to complete a triage assessment of cases
* To co-ordinate and provide responses to all general housing/homelessness enquiries including email and telephone calls
* Provide early intervention assistance to those at risk of homelessness within a 56-day period.
* Advise customers on various housing options and related matters, and assist residents in accessing support services to sustain accommodation
* Ensure thorough documentation of all client interactions and case progression and collaborate with landlords, lenders, and other agencies to prevent or relieve homelessness
* Provide verbal advice on a wide range of homelessness and related matters including; advising customers of their housing options including private rent, deposit, bond and rent in advance, social housing, supported housing etc. and providing general advice and assistance on homelessness,
* Refer cases to the Housing Solutions Officers where homelessness prevention has been identified and further longer-term support is required.
* To support the Housing Solutions Officers in monitoring Personalized Housing Plans to coordinate and manage temporary accommodation including ensuring all records are updated.
* To contribute towards the healthy and balanced management of the service area budgets by providing regular updates on the cost to the council of temporary accommodation
* To ensure associated case files and IT systems are updated and to extract information to support in the completion of data returns.
* To ensure the Councils safeguarding procedures are followed where appropriate, and work within Council policies and procedures including data protection and financial regulations.
* To support the achievement of social inclusion, equality and diversity in both employment and service delivery including the promotion of equality of opportunity.
* Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job
 |
|  |
| About You |
| For this role you will need 5 GSCEs or above, to include English and Math’s or experience within a housing/homelessness service area, and demonstrate evidence of continuous personal development. In addition we are looking for candidates with the following attributes:* Specific and relevant experience gained over a minimum period of 2 years of working in an administration and/or homelessness and housing needs service environment
* Experience of working within Social Housing or housing advice environment, dealing with members of the public in an advisory capacity
* Experience of housing needs and vulnerability client process
* Ability to act on own initiative and work as part of a team.
* Knowledge of current housing issues and legislation, particularly in relation to housing needs, accommodation process and homelessness prevention
* Good understanding and awareness of the Housing Allocations process and social and private rented sector housing options,
* Effective interpersonal skills, written and verbal, including being able to relate to vulnerable people in a tactful and sensitive manner
* Ability to work effectively within a fast paced environment
* Ability to apply empathy and sympathy when dealing with difficult complex situations
* Commitment to delivering a high quality and efficient service to all clients
* Ability to input, extract and interpret information from IT systems and  create and maintain accurate and concise records of interviews and decisions reached. Knowledge of Jigsaw / mainstay recording system
* Experience of working with multiple disciplines across both internal and external organizations
* To be highly organized with the ability to prioritize systematically to meet tight deadlines, whilst demonstrating personal and professional resilience.
* Ability to coordinate and delegate tasks across a multi-agency framework, whilst managing a caseload
* Manage the daily move on process and notify all relevant officers / clients.
* A commitment to customer care and equal opportunities and be able to demonstrate high levels of customer care and promote diversity

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. |
|  |  |
|  |  |
|  |