

JOB SUMMARY

Post Title	Senior Homeless Reduction Officer - Operations						
Job Family	Service Delivery	Pay Range	9	Line Manager to others?	Yes	Role profile ref	SD09
Service Area	Place – Housing and Planning Services						
Line Manager	Senior Housing Officer - Operations						
Location	County Hall						

Job Purpose

To lead on the development and continued review of homelessness services in order ensure the council complies with current and future homelessness legislation and provides a robust service to those in need.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- Oversee initial contact function and Homeless Reduction Officers providing first level escalation for risks identified from referrals and placements.
 - To be the point of contact for initial escalation of risks, emergency accommodation placements for the homeless reduction team.
 - To implement and continually review referral pathways and promote the importance of co-operation and joint working between bodies for the reduction of homelessness
 - To carry out audits of casework of the Homelessness Solutions Team in order to ensure compliance with legislation and statutory duties and to ensure a consistent level of service is provided with regard to homelessness and prevention through quality assurance and to provide feedback to case holders on best practice
 - Be the designated Gypsy and Traveller liaison officer for the IOW Council and provide advice and guidance to outside agencies.
 - Deputise for the Senior Housing officer when absent and present the service at agreed multi-agency forums.
 - Line manage and develop the HRO Assistant role in line with Service need.
 - Create and deliver training/ pathways to partners in areas that include but are not limited to DTR, link officer roles and referrals.
 - To review and oversee data compliance for H-CLIC.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific groups.	<i>Demonstrate ability to research, analyse and compile housing needs and homelessness data and present in a report format sufficient to reach a variety of audiences</i>	E	
In depth knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service.	<i>Can demonstrate experience of working in homelessness, housing advice or social housing and a in depth working knowledge of housing advice, homelessness legislation, code of guidance and good practice</i>	E	
Literacy and numeracy skills with proven ability to maintain accurate records and write clear, accurate and concise reports.	<i>Able to evidence ability to develop and implement policies, plans and projects necessary to inform on housing needs and pathways for referrals</i>	E	
Knowledge of relevant financial processes and experience or training sufficient to	<i>Evidence knowledge of processes in relation to approval of financial support for</i>		D

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ensure financial processing and / or budget monitoring is completed accurately.	<i>households who are eligible for such assistance</i>		
Good ICT skills including use of Microsoft applications and specialist systems.	<i>Be able to demonstrate ability to work in word, excel and outlook applications and with internet applications and bespoke database</i>	E	
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	<i>Proven history of being able to identify and implement creative and new approaches to collaborative working and bringing a creative and solution centred approach to working</i>	E	
Good planning and organisational skills, with proven ability to use initiative, prioritise workloads, monitor and evaluate work and ensure deadlines are achieved.	<i>As well as ability to manage own workload, able to evidence the ability to evaluate casework and feedback to case workers on best practice and performance</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to A level standard or equivalent or equivalent experience.	<i>A level, BTEC National or equivalent qualification or experience</i>	E	
Relevant vocational / professional qualification or equivalent experience	<i>Housing professional qualification (minimum part qualified)</i>	E	
May require relevant certifications including evidence of fluency in English language.		E	
Other Requirements			
You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.			
Have use of a car and have full current driving licence and ability to travel to external appointments or training on the mainland			
Satisfactory Criminal Records Bureau (DBS) check at enhanced level.			
May be required to undertake additional duties as commensurate with grade and role			