



Job Description

Job Title: Housing Aid Advisor

Department: Development & Growth

Service Area: Housing Aid

Grade: GLPC- E

Job Reference:

Job Evaluation ID: JE1000004316

1. Job purpose

The post holder is responsible for providing housing advice, helping prevent homelessness and acting to ensure that the City Council fulfils its legal requirements with regard to the provision of advice and assistance to Citizens in housing need. This will include; intervening on behalf of people facing homelessness, and advocating to prevent homelessness occurring and undertaking inquiries under the Housing Act 1996 VII (as amended).

2. Principal duties and responsibilities

1. To receive and respond to enquiries from members of the public facing housing difficulties by providing good quality advice and assistance on a range of housing issues with a focus on the prevention of homelessness.
2. To carry out an initial needs assessment of Citizens approaching Housing Aid confirming eligibility, ensuring that potential risks are identified and mitigated wherever possible in line with the Authority's safeguarding commitments and to help identify appropriate accommodation resources when Citizens are threatened with or are homelessness.
3. To advocate on behalf of customers facing homelessness with the aim of gaining a housing solution and retaining accommodation for the customer where practicable and working in partnership with other agencies internal and external to ensure that the best outcomes are achieved for Citizens.
4. Facilitate and support the reconnection of relevant service users to Local Authority and other provision outside of the City.
5. Liaise with agencies and services to enable citizens to access provision relevant to needs arising from disadvantage in all its complex forms
6. To ensure that both tenants and landlords are aware of their legal rights and responsibilities and to intervene when necessary to assist Citizens to retain their homes and to deal with unlawful harassment by landlords
7. To negotiate with landlords in the private rented sector to enable Citizens to access accommodation which is appropriate for their needs.
8. To maintain the Council's records systems in relation to requests for assistance with housing, including homeless persons applications, housing applications and actions in

relation to private and other landlords.

9. Upon instruction, to construct and issue correspondence in relation to the Council's duties under the homelessness legislation.
10. To investigate the duties owed to citizens under the homelessness legislation and where necessary, to support the citizen to make a formal application for assistance as homeless.

3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder: None

7. Post holder's immediate supervisor: Assessment and Prevention Manager

8. This post is exempt from the Rehabilitation of Offenders Act (1974) under Section 4 of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and therefore requires a satisfactory DBS Check.

Prepared by/author: Gary Harvey

Date: March 2015

Job title: Head of Housing Solutions

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person Specification



**Nottingham
City Council**

Job Title: Housing Aid Advisor

Department: Development & Growth

Service Area: Housing Aid

Grade: GLPC- E

Job Reference:

Job Evaluation ID: JE1000004316

Areas of Responsibility	Requirements	Measurement				
		P	A	T	I	D
Technical / Experience	Ability to produce accurate work, for example correspondence, reports and numerical / statistical information using computerised packages.			✓		
Communication and Team Work	Ability of communicating complex issues on a face to face basis demonstrating tact, diplomacy, sensitivity and customer care with citizens		✓	✓	✓	
	Ability to write letters and produce reports.		✓	✓	✓	
	To negotiate and liaise constructively and effectively with staff in other offices and departments and external agencies.		✓	✓	✓	
Service Delivery	Good working knowledge of current housing legislation in both the public and private sector.		✓	✓	✓	
	An understanding of homelessness and a good working knowledge of the Housing Act (1996) in order to investigate the possible duties owed to citizens.		✓	✓	✓	
	Ability to advocate and negotiate on behalf of citizens and give independent advice.		✓	✓	✓	
	Experience of working in a pressurised front line service.		✓		✓	
	Commitment to providing a high quality customer focussed service.		✓	✓	✓	
	General knowledge of Safeguarding		✓		✓	
Work to promote mutual respect and good relations	Must demonstrate an understanding of equality issues and a commitment to Nottingham City Council's Equality and Diversity Policy.		✓		✓	
Work Related Circumstances	Comply with the City Council's non-smoking policy.		✓			
	Satisfactory DBS Check.					✓

	Undergo Hepatitis B immunisation if required.		✓		✓	
	Awareness of and to work within Data Protection Legislation.				✓	
	Ability to work under pressure and meet deadlines.		✓	✓	✓	
	Ability to work on one's own initiative and as part of a team to achieve shared objectives.				✓	
	Be flexible and be prepared to work outside normal office hours on occasion and according to the needs of the service.		✓		✓	

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

Prepared by/author: Gary Harvey

Date: March 2015

Job title: Head of Housing Solutions