

ARUN DISTRICT COUNCIL

JOB DESCRIPTION

Designation	:	Assistant Housing Options Officer
Grade	:	Scale 6
Directorate	:	Services
Service	:	Residential
Location	:	Civic Centre
Responsible to	:	Housing Options Team Leader
Responsible for	:	No staff management responsibilities

Purpose of Job

To provide front line housing options advice to customers who are homeless or threatened with homelessness

To register and assess Housing Register Applications in accordance with the Council's Housing Allocation Scheme

Responsible for all aspects of emergency and temporary accommodation

Duties and Responsibilities:

Operational

1. Triaging customers that are homeless or threatened with homelessness, by telephone, face to face and electronically. Allocating cases to Housing Options Officers as appropriate
2. Undertake enquiries into homelessness.
3. Establish the Council's duties if any in relation to duties to accommodate applicants and make recommendations to Housing Options Team Leader/Manager
4. Processing and assessment of housing register applications, completing investigations and assessments in line with the Council's Housing Allocation scheme, including home visits.

5. To undertake accompanied viewings and allocate Council tenancies in accordance with the Housing Allocation Scheme.
6. To provide customer nominations to Housing Associations
7. Booking and monitoring of emergency and temporary accommodation placements and payments.
8. To contribute to performance reports and outcomes against agreed service standards and performance measures.
9. To assist with the implementation of new policies, procedures and legislation as required.
10. To investigate and provide information, within specified timescales, in response to service enquires or complaints from local councillors, MPs and the Housing Ombudsman.

General

11. To communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels.
12. To model the values and behaviours expected from staff that are consistent with "Arun Cares" competency framework.
13. To maintain effective management systems and be responsible for complying with all the Council's policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding.
14. To ensure that all works completed are in accordance with Arun District Council's standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.
15. To positively represent and promote Arun District Council.
16. To develop effective working relationships with internal and external customers, colleagues and agencies to ensure the highest standards of service are achieved.
17. To maintain comprehensive, accurate, and timely records of all contacts and actions fully utilising all IT systems operated by the Council.
18. To carry out any other duties appropriate to the grading of this post as required by any member of the Residential Services management team

Signature of Postholder :

Date :

Signed :

Manager

Date :