



Ipswich Borough Council
Job Description: **C81a**

Housing Options Officer Grade 7

Main Purpose of Job

To provide comprehensive housing advice, information, and advocacy on all matters relating to housing rights and responsibilities. To carry out homelessness assessments in accordance with the Homelessness legislation.

Main Duties

1. To interview all customers in the Customer Services Centre, in their homes, by telephone or by email, regarding relevant housing issues.
2. To give advice and assistance, including mediation, on a range of issues and subject arrears, including: prevention of homelessness, relationship breakdown, domestic violence, housing options, mortgage problems, debt advice, housing and welfare benefits, schools housing education programme and all landlord and tenant issues.
3. To investigate all claims of homelessness and make appropriate decisions under the Housing Act 1996 (part VII), as amended by the Homelessness Act 2002 and Homelessness Reduction Act 2017.
4. To act as liaison officer on one or more specialist areas of housing advice or particular client group. To develop links, encourage good practice and hold Advice surgeries. Attend multi-agency meetings and client risk assessments as required.
5. To manage own caseload, write reports, correspondence, prepare statistics and maintain accurate records.
6. To keep up to date on all housing and other related and relevant legislation, case law, policy, as well as Housing and Welfare benefit issues.
7. To assess and review Housing Register applications. Advise applicants of possible options that they may wish to consider.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed



Ipswich Borough Council

Person Specification

IPSWICH
BOROUGH COUNCIL

HOUSING OPTIONS OFFICER GRADE 7

<u>ATTRIBUTES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>METHOD OF ASSESSMENT</u>
<u>Qualifications</u>	Maths and English GCSEs or 3 years of relevant experience in a customer service environment	Qualification in either housing or advice work	Application/ Certificates
Work related experience	Experience of working in a customer facing environment Experience of dealing with the public, often in difficult and stressful situations Ability to investigate problems and make informed decisions Ability to store and retrieve data on a computer	Experience of giving advice on housing issues Experience in a similar role.	Application Form/Interview
Specialist knowledge	Awareness of housing and homelessness issues	A working knowledge of: homelessness legislation; Landlord & Tenant Law; Welfare Rights; Housing Register / Allocation Policy.	Application Form/Interview
Personal skills	Communication Skills; verbal, written and also interviews Ability to build and maintain good working relationships with external organisations Ability to organise and prioritise workload and meet deadlines Ability to work well as part of a team and also on own initiative	Ability to write reports and produce statistics	Application Form/Interview