

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		
Post Title: HOST Casework Officer	Post No.	Grade: SO2 indicative
Directorate: D&R	Division: Housing Options	Section: HOST
Version: Date agreed:	Have JE markings been attached?	
Responsible to: Team Principal HOST Responsible for: No line management responsibilities DBS Required? N Is the post politically restricted? N Is a Travel Allowance Payable? N Does this post attract an Essential Car User Allowance? N		

MAIN PURPOSE OF THE JOB

1. To provide a homelessness prevention, housing options and bespoke service to those single clients homeless or threatened with homelessness
2. To assist and guide single clients with support needs to make appropriate choices reading their housing pathways
3. To ensure that single clients receive, either directly or through relevant partners, appropriate advice on their housing options that offer alternatives to the making of a homeless application
4. To ensure that all enquiries and cases are progressed speedily and efficiently and that all set targets are achieved
5. To ensure excellent customer service standards are maintained and contribute to year on year improvement of those standards

DUTIES & RESPONSIBILITIES

1. To use a dedicated assessment tool to determine the most appropriate form of supported accommodation for single clients
2. To contribute in the development and delivery of team plans and other relevant council plans and strategies so that targets and performance requirements are met
3. To effectively communicate the Council's duties and policies to customers and partner organisations directly, in writing and through customer information
4. To provide detailed customer care letters to clients setting out advice given and the agreed housing pathway where homelessness cannot be prevented
5. To write s184 decision letters
6. To be the contact point for one or more local hostel providers and to develop excellent working practices between them and the council
7. To make recommendations on the use of temporary discretionary accommodation pending a supported hostel placement
8. To develop and share a comprehensive network of contacts across the public, private and voluntary sectors to improve partnership working
9. To work closely with adults social care, children's services, mental health professionals, probation and health care professionals to expedite assessments to determine statutory homeless duties, specific housing needs and the most suitable housing options for single clients
10. To work with supported housing providers to determine suitable placements having regard to the needs and requests of the clients
11. To have a good understanding of the responsibilities of social landlords, Children's Services, YOT, Police, Probation, Social and Health Services and of local voluntary sector provision in relation to housing need, homelessness and homelessness prevention work
12. To keep abreast of developments in legislation, local and national policies, protocols and Service level agreements as they pertain to

homeless prevention and care and protection of vulnerable adults and young people

13. To hold a caseload of single clients from first referral to HOST to satisfactory and appropriate housing solutions
14. To ensure that all contact with customers and other organisations is fully recorded and where possible confirm advice given in writing
15. To ensure all housing options case work is clearly and appropriately documented
16. To record data and statistical information accurately and on time
17. To respond to queries from customers or their approved advocates and other stakeholders – whether in person, by telephone, email or in writing in line with the councils standards
18. To make recommendations for use of the Homelessness Prevention Fund, Rent Deposit or Bond scheme or other related direct financial assistance where such would prevent homelessness
19. To represent the Council at joint assessment, casework, hospital discharge and probation meetings
20. To contribute to the setting and achievement of HOST's KPIs, targets and objectives
21. To undertake all duties with due regard to Health & Safety legislation. To ensure all necessary risk assessments are undertaken, maintained and reviewed

General Terms

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.

- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- To undertake additional duties that may arise from time to time commensurate with the grade of the post.

SPECIAL TERMS AND CONSIDERATIONS

- None

Person Specification for the Post of HOST Casework Officer		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Knowledge of the duties owed to the homeless under Part VII of the Housing Act 1996 and the Homelessness Act 2002	E	A/T
	Knowledge of the strategies for preventing homelessness and the main housing options initiatives, provided by both statutory and voluntary organisations	D	A/I/T
	A working knowledge of the Care Act and Equality Act as they pertain to single vulnerable people	D	A/I/T
Qualifications & Experience	The ability to deliver homelessness prevention and housing option solutions with these being tailored to diverse communities and differing customer needs	E	A/I
	The ability to communicate effectively verbally and in writing to a good standard, giving advice and information sensitively and persuasively	E	A/T
	The ability to negotiate both with homeless people and on their behalf to broker housing solutions	E	A/I

	<p>Experience of working in a busy customer-oriented environment, delivering excellent customer service</p> <p>Excellent IT skills, with the ability to use a range of databases and MS Word and EXCEL to produce a wide range of letters and documents and MS Outlook to process the full range of email and diary functions</p>	<p>E</p> <p>E</p>	<p>A</p> <p>A/T</p>
<p>In Tower Hamlets our success depends on working effectively with colleagues in our own teams, and also across other functions, areas and regions, as well as with our partners. Better relationships, stronger networks and improved collaboration will enable us to learn from one another and help one another. Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values</p>			
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Seeks opportunities to build positive relationships with people from other teams and partners</p>	E	A/I
	<p>Has an understanding of the work of other teams that they work with and looks for ways to help build team spirit and work effectively with other team members.</p>	E	A/I
	<p>Actively builds a positive team in the working environment and looks for ways to collaborate with others early on, to achieve the best outcomes</p>	E	A
	<p>Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes</p>	E	
<p>We are OPEN and transparent</p>	<p>Shares relevant information, in a way, that is easy to understand.</p>	E	A/I

	<p>Thinks about the people they communicate with and adjusts their style accordingly</p> <p>Uses effective listening and questioning techniques to understand the needs of others and seeks to develop own resilience to manage change, seeking support where necessary.</p> <p>Approachable and actively seeks feedback from others to improve how they do things</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Takes accountability for delivering own work and contributing to that of team.</p> <p>Seeks to learn from, both failures and successes, to improve how they do things where required.</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Understands how objectives contribute to the overall purpose of the council and is positive about the future.</p> <p>Does work, within own area, without being asked or told to do it, because they can explain the difference they have made</p>	<p>E</p> <p>E</p>	<p>AI/T</p>
<p>We RESPECT all communities, they are the heart of everything we do</p>	<p>Actively listens to customers and takes steps to making things better for customers.</p> <p>Takes ownership of more complex issues, whilst keeping the customer informed</p> <p>Open-minded and appreciates alternative</p>	<p>E</p> <p>E</p> <p>E</p>	

	cultural perspectives, taking it into account when delivering service.		
	Respecting diversity and being inclusive Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	D	A
Other	Willingness to travel to various sites and locations		