Tower Hamlets Housing Option Service are looking to recruit Housing Option Visiting Officer. Tower Hamlets is a diverse borough that has a high demand for housing and a limited supply. As a Housing Option Visiting Officer, you will work on the frontline to offer support and advice to people who are potentially homeless. You will help in preventing homelessness and look to offer viable options and solutions; these will include but are not limited to, planned ways of leaving home for singles and families, mediation support, private rented sector accommodation, measures to help support victims of domestic abuse. You will also provide emergency accommodation where necessary and help relieve homelessness.

You will need to be able to work well under pressure and use your own initiative – you will be expected to deal with members of the public. An empathetic and an active listener will be key in building trust with clients and managing expectations when interviewing homeless singles and families. Being an effective communicator and strong partnership working will also be essential to this role as will effectively signposting to relevant agencies and organisations for support. You will need to also be proficient in the use of IT.

To be considered for this role, ideally, we would want you to have experience of working with vulnerable people and working knowledge of the Homelessness Reduction Act 2017.
However, what's more important is how you demonstrate your transferable skills for this role. Your passion and reasons for why you want to work within homelessness services as well as a can-do attitude will be of utmost importance too; because we believe that having the right calibre of people in post to conduct these roles is essential in providing vulnerable homeless people with the services they require.

In return for the above, we can offer ongoing relevant training, support and continuous mentoring for the right candidates to help support you along in your career within Homelessness Services.

About the role
Tower Hamlets Housing Options Service is seeking a dedicated and passionate Housing Option Visiting Officer for the Housing Options Service. Our borough, known for its diversity, faces high housing demand with limited supply.

To visit applicants who are potentially homeless and their excluders where appropriate to assess their circumstances and verify homelessness. To provide advice on a range of housing options available to applicants and their excluder. To prevent homelessness where appropriate and to use judgement to make timely & relevant interventions. To advise excluders where applicable of available tenancy support services including income maximisation, debt and rent arrears advice, cost of living grants and Universal Credit support. To verify details supplied by applicants and confirm homelessness. To ensure the service provided to the customer complies with relevant legislation. To update the Personalised Housing Plan with relevant changes as appropriate in liaison with the case officer. To conduct visits outside core hours when required based on the circumstances of the case.

The Person
We are looking for a candidate with in-depth housing knowledge, including understanding of duties under Part VII of the Housing Act 1996, the Homelessness Act 2002, Landlord and Tenant Legislation, Housing Act 1985, and Protection from Eviction Act 1977.
You should possess excellent verbal and written communication skills, with the ability to present complex matters objectively and persuasively in various formats. Experience working in a busy customer-oriented environment, delivering excellent customer service, and managing team performance.

For a confidential discussion, please contact the Housing Options Manager at towerhamlets.gov.uk. For any questions about the application process, please contact housingoptionsteam@towerhamlets.gov.uk.

Equality, Diversity, and Inclusion
We are proud of our diversity and our distinct and vibrant communities. Our borough has a history of welcoming migrants, reflected in our values. You will share the values of fairness and equality that are shared across all of our services.

Our Offices
We offer brand new state-of-the-art offices in the heart of the East End with great transport connections. We are right next to Whitechapel Station, putting all of London within easy reach of the town hall.

Join us and make a significant impact on preventing homelessness in Tower Hamlets!