

JOB DESCRIPTION

Post Title: Triage officer		Director/Service/Sector: Planning, Economy & Housing	Office Use
Grade: Band 5		Workplace: Blyth Civic Centre/Home working	Job Ref: 4474
Responsible to: Homelessness and Housing Options Manager		Date: July 2024	Manager Lever: N/A
Job Purpose: <ul style="list-style-type: none"> ● To be the first point of contact for all new enquiries into the service and to conduct an initial assessment of the approaching household ● To provide general advice and assistance in the following areas: homelessness, security of tenure, harassment and illegal eviction, disrepair, money management, benefits, relationship breakdown, domestic abuse. ● Support the Homelessness and Housing Options Officers in monitoring Personal Housing Plans, including contacting customers for updates. ● The postholder will be committed to the primary council objectives to ensure that a customer focused service is provided, and that service delivery is to the highest standards of customer care and quality. 			
Resources	Staff	Assist to coach and support modern apprentices and junior staff	
	Finance	Be responsible for a small Homelessness Prevention budget of £300 and the authority for the allocation of funds to an agreed limit.	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation, ensuring data is input and maintained accurately.	
	Clients	Daily contact with vulnerable people seeking housing options, those who are homeless and those who may be at risk of becoming homeless.	
Duties and key result areas: <ul style="list-style-type: none"> ● To be the first point of contact for all new enquiries into the service and to conduct an initial assessment of the approaching household. ● To ascertain a household's risk of homelessness at first point of contact. ● To provide early intervention assistance to those at risk of homelessness but not within 56 days. ● To undertake case work as necessary to complete triage assessment of cases. ● To co-ordinate and provide responses to all general housing queries including emails and phone calls. ● To provide verbal and written advice on a wide range of housing and related matters to anyone approaching the Council, working closely with other colleagues and partners. ● To advise customers of their housing options, this could include: privately rented housing, deposit bond and rent-in-advance schemes, renting a room, social housing, mediation, supported housing. ● To provide general advice and assistance in the following areas: homelessness, security of tenure, harassment and illegal eviction, disrepair, money management, benefits, relationship breakdown, domestic abuse. ● Assist residents with accessing services that support them to find or sustain accommodation. ● Ensure case management files are updated with details of all contact and case progression. ● Seek information from landlords/lenders/relatives and other agencies to assist the Housing Options Officers in preventing or relieving homelessness. ● Support the Housing Options Officers in monitoring Personal Housing Plans, including contacting customers for updates. ● Provide tenancy advice to tenants and landlords ● To assist with the management of the Council's temporary accommodation arrangements as required. ● To participate in the out of hours rota. 			

- To attend meetings and events as required to promote the service; including assisting with the administration if required, in terms of organising, preparation, taking minutes.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

The role may involve the need to travel between offices and to other locations across the county.

Flexible working; may be required to occasionally work outside normal working hours

Hybrid working.

PERSON SPECIFICATION

Post Title: Triage officer	Director/Service/Sector: Planning, Economy & Housing	Ref: 4474
Essential	Desirable	Assess by
Knowledge and Qualifications		

<ul style="list-style-type: none"> • GCSE's • Good numeracy and literacy skills 	<ul style="list-style-type: none"> • NVQ Level 3 <p>(Some knowledge in at least one of the below two areas is desirable, applicants need to demonstrate ability and willingness to develop this knowledge):</p> <ul style="list-style-type: none"> • A good understanding of the current homelessness legislation and options agenda, housing allocations policies/choice based lettings and benefits. • A good general understanding of tenancy law to enable general advice to be given to tenants and landlords. 	
Experience		
<ul style="list-style-type: none"> • Experience of working in a housing service or a similar area of work. • Experience (& recent use of) Civica (Abritas) Homeless & Housing Register Module 		
Skills and competencies		
<ul style="list-style-type: none"> • Able to accurately complete various forms relating to the recording of personal and statistical information and possessing a thorough understanding of the need for accuracy and confidentiality. • Good letter writing skills. • Clear understanding of issues relating to equalities and diversity. • Good problem-solving, negotiation, interviewing and IT skills. • Excellent interpersonal skills and able to embrace change for continuing service improvement. • Ability to prioritise, work under pressure to tight deadlines and good organisational skills. • Conscientious, with an ability to work on your own initiative, self-motivated and able to problem-solve. • Excellent customer service skills and the ability to work as part of a team. • A non-judgmental attitude with empathy for people who find themselves in a stressful housing situation • Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements 	<ul style="list-style-type: none"> • Ability to communicate with a variety of people both face to face and on the telephone 	
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Normally works from a seated position with some need to walk, bend or carry items. • Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; 		

<p>using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work.</p> <ul style="list-style-type: none"> • Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. • Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others. • Need to maintain general awareness with lengthy periods of enhanced concentration. • Contact with public/clients in dispute with the County Council. • Mental demands of dealing with highly sensitive and personal data often relating to criminal activity • Emotional demands from dealing with chaotic and vulnerable people • Emotional demands from dealing with customers who are reporting illegal issues and harassment with regards to their property. 		
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Motivation

<ul style="list-style-type: none"> • A corporate orientation and commitment to tackling issues across departmental boundaries. • Dependable, reliable and good time keeper. • Encourages and displays high standards of honesty, integrity, openness and respect for others. • Customer focussed and able to deliver within tight timescales • Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. • Proactive and achievement orientated • Works with minimal supervision • Proactive approach to problem solving and customer care • Must be able to work as part of a team • Enthusiastic and committed 		
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Other

<ul style="list-style-type: none"> • Ability and willingness to travel between offices within Northumberland as required. • Flexible working as determined by the requirements of the service (Saturday & evening work may occasionally be required) • Flexible approach 		
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