

**JOB DESCRIPTION**

<b>Post Title: Homefinder Registration and Assessment Officer</b>	<b>Director/Service/Sector Housing &amp; Regeneration</b>		<b>Office Use</b>
<b>Grade: Scale 5</b>	<b>Workplace:</b>		<b>JE ref:</b>
<b>Responsible to: Homefinder Registration and Assessment Manager</b>	<b>Date:</b>	<b>Manager Level: N/A</b>	<b>HRMS ref:</b>
<b>Job Purpose:</b>			
<ul style="list-style-type: none"> <li>Processing Homefinder applications within agreed timescales</li> <li>Registering and assessing applications in accordance with current legislation and approved strategies and policies.</li> <li>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</li> </ul>			
<b>Resources</b>			
	Staff	Occasional responsibility for junior staff, trainees	
	Finance	Process and raise orders, receipt goods	
	Physical	Responsible for the safe keeping of valuable documents e.g. personal financial and benefit documentation, use this information to support application process.	
	Clients	Daily contact with people seeking social housing and their advocates which will include social, health and housing professionals	
<b>Duties and key result areas:</b>			
<ul style="list-style-type: none"> <li>Receive and process all housing applications from individuals to go onto the Housing Register, which involves making decisions on:                             <ul style="list-style-type: none"> <li>Eligibility</li> <li>Immigration status</li> <li>Safer estates referrals</li> <li>Financial assessments</li> <li>Statutory overcrowding</li> <li>Determining banding</li> </ul> </li> <li>Make all relevant enquiries to outside agencies where additional information is required.</li> <li>Ensure applicants medical circumstances are assessed in line with the Allocations Policy and referred to the relevant health professional where appropriate.</li> <li>Refer applicants who state their current property is unfit to Public Protection Officers to obtain information to determine whether additional priority is appropriate.</li> <li>Identify urgent priority cases and multiple needs cases and refer to Vulnerable Persons Registration and Assessment Officer and Homefinder Registration and Assessment Manager.</li> <li>Provide nominations to Registered Social Landlords as requested and monitor the outcomes of the nomination. Update the records.</li> </ul>			

<ul style="list-style-type: none"> <li>Assist the Homefinder Registration and Assessment Manager in developing the service, and contribute to continuous development of the service.</li> <li>Ensure the accurate recording and reporting of data and customer information to ensure high level of performance and standards of customer service at all times. Provide comprehensive and accurate reports on individual applications as required.</li> <li>Work effectively with customers, stakeholders and partners to ensure effective engagement in the service and to ensure that key service objectives are met. Assist the Homefinder Registration and Assessment Manager and the Homefinder Development Manager in strategically working with other agencies to promote joint working and assist in the development of associated strategies.</li> <li>Appropriately maintain accurate records in line with required procedures.</li> <li>Attend meetings out of normal office hours as required by the role.</li> <li>Comply with the Council's Equality and Diversity policy.</li> <li>Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.</li> <li>Implement and comply with excellent customer service</li> </ul> <p>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.</p>
<p><b>Work Arrangements</b></p> <p>Physical Requirements:  Transport requirements:  Working patterns:  Working conditions:</p>
<p>Ability to carry out face to face interviews with challenging clients.  Occasional requirement to travel to other council or partner organisation offices  Flexible working the ability to work occasional evening or weekend.  Post based indoors</p>



**PERSON SPECIFICATION**

<b>Post Title: Housing Options Advisor</b>	<b>Director/Service/Sector:</b>	<b>Ref:</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<p>Good standard of education to NVQ Level 3 or equivalent.  Understands the diverse functions of a large complex public organisation.  An active appreciation of the procedural and practical issues relating to the service.  An active awareness of and active interest in the current issues facing the service.  Actively undertaking ongoing continuous professional and personal development.  Detailed working knowledge and understanding of relevant legislation.  Understanding of the Council's housing management and lettings policies</p>	<p>Relevant professional qualification.  Evidence of continued professional development.</p>	
<p>Understands the relationship between costs, quality, customer care and performance and actively</p>		

monitors progress within the Department.	
<p><b>Experience</b></p> <p>Knowledge and experience in a relevant context and service.  Evidence of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.  An evidenced track record as a successful advisor.  Experience in engaging effectively with others and building productive partnerships.</p>	<p>Experience in a particular relevant specialist area.  Relevant experience in designing and drafting policies, procedures and other technical documents.  Experience in managing projects to successfully achieve set objectives.</p>
<p><b>Skills and competencies</b></p> <p>Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives.  Confident and competent in expressing own views and an active participant in internal and external meetings.  Numerate and able to analyse business related statistics.  Ability to work methodically and systematically.  Adopts a collaborative approach to work.  Prepares written, verbal and other media to best professional standards.  Is an effective advocate for the Directorate both within and externally.  Maintains a professional demeanour in stressful and difficult situations.</p> <p><b>Physical, mental, emotional and environmental demands</b></p> <p>Normally works from a seated position with some need to walk, bend or carry items.  Need to maintain general awareness with lengthy periods of enhanced concentration.  Contact with public/clients in distress.  Some exposure to working outdoors.</p>	<p>Advanced skills in Microsoft Office.</p>
<p><b>Motivation</b></p> <p>Customer focused and able to deliver within tight timescales.  Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.  Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated  Able to work with minimum supervision. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.</p> <p><b>Other</b></p>	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits