London Borough of Bexley

Job Description Questionnaire

Management Group: Place

Department/Section: Housing

Job title: Triage & Prevention Officer (specialism Domestic Abuse)

Reports to: Triage & Prevention Team Leader

Post holders name (if applicable):

Grade: Level 10

Working Hours: Monday to Friday 36hrs per week

1. **Purpose of the job**

We are transforming our homeless service to improve homelessness prevention, reduce temporary accommodation and end street homelessness

You will be passionate about delivering a professional customer centred high-quality housing service that consistently impresses our customers whilst enhancing our reputation.

You will be part of a transitional change to staff working in an agile manner and to implement the housing services approach to agile working ensuring that housing services are delivered effectively. You will have a thorough understanding of the Domestic Abuse Act 2021 and its implications for victims of Domestic Abuse within a Housing context.

You will be an energetic and an excellent communicator who works across teams that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

You will apply huge personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

With infectious and unwavering levels of enthusiasm, inspiration and motivation you will be part of a team that is responsible for the day to day delivery of the: -

- Triage & Prevention Service specialising in assisting victims of Domestic Abuse

Principle Accountabilities and Responsibilities

You will be part of a team of Triage & Prevention Officers working across Housing & Community Safety services to deliver a high performing outcomes focused service and

coordinate the day to day service of providing housing options and preventing homelessness for those clients fleeing domestic abuse.

You will have thorough understanding of prevention options, extensive experience of preventing homelessness successfully with excellent negotiation skills and will be able to determine the available options and pathways for resolving threats of homelessness whilst working with households proactively to pursue their options – including Safe Accommodation and partnership working with our commissioned DA service provider.

You will work flexibly with households as we recognise that no two circumstances are the same and the resolution pathway will constantly adapt to each case and empower applicants to resolve their own homelessness and possibly future homelessness by providing a comprehensive suite of advice, assistant and support.

You will be able to demonstrate comprehensive knowledge and understanding of homelessness legislation and case law coupled with hands-on experience of preventing homelessness and making statutory decisions.

You will interview, advice and deal with applications from potentially homeless clients both at the office or in a community setting to ascertain why they are threatened with homelessness and discuss all the options available to them. This will include immediate intervention to prevent crisis homelessness.

You will undertake Safe Lives DASH Risk Assessments with clients and act as a single point of contact for the Housing Team. You work closely with the IDVA to ensure clients are advised on safety planning.

You will support the DA data specialist within the Housing Team to improve data collection – improving our data on DA victims and housing needs.

You will follow up initial interviews undertaking further enquiries, writing reports, compiling statistics. Deal with the welfare aspects of homeless cases, referring applicants to other agencies on the applicant's behalf where necessary and attend case conferences and ad hoc meetings as required.

You will develop partnership working and liaise with and maintain and develop effective working links with other departments in the Council and external agencies to develop schemes and initiatives to prevent homelessness.

You will deal with referrals of applicants from other service providers, both statutory and non-statutory, including public authorities with a statutory duty to refer people who are homeless or threatened with homelessness and where necessary supplement the information provided within a referral with our own investigations

You will act as a champion of your specialism. This will include sharing best practice in line with the Domestic Abuse Act. You will maintain up to date training on aspects of domestic abuse (which will be offered in-house).

You will ensure service level agreements both internally and externally are adhered to, liaising with partners to better manage transitions between services where there is a high risk of homelessness.

You will ensure that potentially homeless clients are given advice and assistance including those in housing need to whom the Council has no legal obligation to provide emergency accommodation to claim housing and other welfare benefits available to them with the aim of preventing or delaying homelessness, including the use of discretionary hardship payments (DHP).

You will identify any care and support needs that cannot be met by the housing authority; or which require health or social care services to be provided alongside help to secure accommodation.

You will ensure a high standard of accurate written records and reports in connection with the various duties undertaken, issue relevant decision letters as legally required and keep other records necessary to provide an adequate management information database.

You will be responsible to monitor and manage a caseload in line with the housing improvement plan and performance measures and will prioritise your workload in order to meet specified performance targets, including those in respect of reducing numbers of households in temporary accommodation through robust and proactive homelessness prevention work.

You will promote the prevention service through outreach work in partnership with other agencies. You will work closely with internal & external partners to identify appropriate accommodation solutions to housing need and preventing homelessness.

You will maintain and manage a detailed, extremely sensitive case load in relation to your specialism and always maintain confidentiality, liaise with necessary stakeholders and services regarding appropriate offers of accommodation.

You will contribute to develop and review policies and procedures in line with the policy framework to ensure that they meet legal requirements and best practice.

You will contribute to preparing and implementing the housing strategy, homelessness strategy, domestic abuse strategy, allocations policy as it relates to housing need, and to undertake projects related to the development of the service area.

You will deal with written and verbal homelessness enquiries from Members' responses to solicitors, the public and other bodies relating to homelessness and temporary accommodation and other statutory agencies as necessary.

You will be responsible for the security and safe keeping of information data bases, and use to lap top for out of hours home working

You will be responsible when required for representing the Council and team as liaison officer with external/internal agencies/departments to develop and maintain effective protocols, service level agreements and ensure they are maintained.

You will undertake the duty rota when requested.

You will contribute to the implement of a programme of corporate change aimed at taking a more pro-active and preventative approach to housing need.

You will contribute to and adhere to LBBs financial regulations, standing orders, policies and procedures

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION ESSENTIAL DESIRABLE

	Essential	Desirable
Qualifications	High level of educational attainment Evidence of continued personal development	Educated to degree level
	Working and up to date knowledge of Part V1 and V11 of the Housing Act 1996, Homelessness Act 2002, HRA 2017, case law and Code of Guidance	Membership of a professional body (CIH) or other relevant body
Knowledge	Comprehensive knowledge and understanding of legislation, policy and practice relating to homelessness and Domestic Abuse in England, including strong expertise in how various accommodation options are developed, funded and delivered. Working and up to date knowledge of statutory and regulatory requirements relating to the portfolio including landlord and tenant law and the DA Act 2021. Excellent knowledge and understanding of local government, key partners and stakeholders, their roles and interests and the operational and political context in which services are provided to people at risk of homelessness.	
Experience	An expert in the field of homelessness, with an	

	understanding of the factors that contribute to individuals and families becoming homeless and a proven track record in developing and delivering services which effectively prevent homelessness and victims and survivors of Domestic Abuse. Proven experience of shaping services and delivering change in an environment of change.	
	Experience of housing and of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control.	
	Proven experience of collaborative working and how to build effective partnerships.	
	Experience of working effectively with elected Members and in partnership with other agencies including the voluntary sector and private landlords	
	Relevant experience of working in a local authority or social/private housing sector environment	
	Excellent time management skills and the ability to prioritise workloads and meet deadlines with the ability to priories conflicting demands	
	An ability to be part of a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service.	
Aptitude & Skills	Ability to work effectively both individually and as a member n a fast pace environment.	
	Excellent and effective communication (verbal and	

	written) and negotiation skills at an internal and external level	
	Ability to analyse and interpret a range of financial, legislative, statistical and complex information	
	Committed to producing sound evidence-based strategies within the team	
	Customer orientated in the delivery of the housing service.	
	Ability to communicate ideas and issues effectively to a number of stakeholders in a range of circumstances.	

Expected Behaviours & Values

Be a champion of your specialism internally and externally.

Role model performance management, identify and develop talented people.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services. Encourage and support others to think differently, to question and to try new ways of doing things.

Lead from the front, ensuring visibility, communicating in a straightforward open way. Build a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals. Continually reinforce a culture of inclusive decision making and shared leadership Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate

Equal Opportunities	Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities	
Training	Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional You will assist colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.	