

Management Group: Place  
Service: Housing Services  
Job Title: Triage and Prevention Officer  
Reports to: Triage and Prevention Leader  
Grade: Bexley 10

## **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

You will empower applicants to resolve their own homelessness and possibly future homelessness by providing a comprehensive suite of advice, assistance, and support.

You will have the expertise to work flexibly with households as we recognise that no two circumstances are the same and the resolution pathway will constantly adapt to each case.

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 have thorough understanding of prevention options, extensive experience of preventing homelessness successfully with excellent negotiation skills.

A people focussed person, you will be passionate about customer service and take pride in delivering an excellent service. You will be highly motivated, ambitious, able to motivate your team and ready for a new challenge.

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 an energetic and an excellent communicator who works as part of a team 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.

You will contribute to identify and develop accommodation solutions to address housing need.

### **Principle Accountabilities & Responsibilities**

You will be part of a team of Triage & Prevention Officers working across Housing & Community Safety services to deliver a high performing outcome 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, assistance 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, advise 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 be responsible for the security and safe keeping of information data bases, and use to laptop 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

You will ensure that you meet key performance indicators in respect of reducing numbers of households in temporary accommodation through robust and pro-active homeless prevention work.

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

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 attend and coordinate where necessary multi agency case conferencing and meetings with relevant partners to prevent homelessness and manage risk.

You will undertake the duty rota when requested.

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

## **Principal accountabilities**

### **Strategy**

Push forward and contribute to the KPIs and objectives, Options team and the Housing Service in general.

Responsible for the day-to-day provision of the Council's statutory duties in relation to Housing and Homelessness.

Working supportively and flexibly within a performance driven team and being responsible for the development of yourself as an individual, other colleagues, the service, in line with the Council's values

Keep up to date with local and national policies affected by legislation regarding welfare reforms and housing as well as changes in state benefits, landlord and tenant law and other relevant legislation and guidance relating to the service area, you will feed any changes in legislation on to team members.

Promote the use of the private rented sector as a viable alternative to social rented housing, to encourage independence, prevent homelessness, provide sustainable housing solutions and reduce the Council's use of temporary accommodation.

### **Implementation**

Implements ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.

Champions the use of new technologies and modern working practices to thrive and deliver improved processes and self-service solutions.

## **Organisational Control and Development**

Draft response to complaints and representations in accordance with Bexley's policies and procedures and undertake any necessary investigations.

Liaise and network with other departments and external agencies to maintain and develop service provision, keeping abreast of changes in legislation and best practice.

Develop, and maintain close working relationships with other Council services and a wide range of other stakeholders to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly co-ordinated, and the service user is kept fully informed of developments.

Maintain accurate written and electronic records/information regarding properties, landlords and staff including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date always, and providing detailed reports as requested by management.

Deliver a streamlined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the Triage and Prevention Team Leader.

Ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

Promote a housing options and homeless prevention/relief and self-help approach to service delivery amongst customers and staff.

Act as the Council's expert advisor on all matters related to all aspects of housing needs and homelessness policies and strategies relating to private rented accommodation.

## **Personal Effectiveness**

Represent the Council within and outside Bexley, creating opportunities to enhance the team's image, partnerships, and services

Builds strong working partnerships across the domestic abuse and Housing sectors to enable the service to be delivered in an outcome-focused and efficient way

and policies in these areas

Listens to and work with colleagues to develop a compelling vision for the service in line with the Housing Services vision and influences and motivates others to achieve this.

Contribute to change and innovation building a working culture that encourages smart, innovative, and collaborative culture.

Model the Council's values and standards in carrying out this job.

Inspire a sense of purpose and direction to achieve the successful delivery of outcomes for the Bexley community

Proven ability in brokering and leading complex partnerships

Proven ability to deliver transformational change and achieve improved outcomes through internal and external partnerships

Demonstrate a strong commitment to service excellence, customer care and continuous improvement

## Person Specification

Management Group: Place  
 Department/Section: Housing  
 Job title: Triage and Prevention Officer

### PERSON SPECIFICATION ESSENTIAL DESIRABLE

	Essential	Desirable
Qualifications	<p>High level of educational attainment</p> <p>Evidence of continued personal development</p>	Educated to degree level
	<p>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</p>	Membership of a professional body (CIH) or other relevant body
Knowledge	<p>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.</p> <p>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.</p> <p>Excellent knowledge and understanding of local government, key partners</p>	

	<p>and stakeholders, their roles and interests and the operational and political context in which services are provided to people at risk of homelessness.</p>	
<b>Experience</b>	<p>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.</p> <p>Proven experience of shaping services and delivering change in an environment of change.</p>	
	<p>Experience of housing and of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control.</p>	
	<p>Proven experience of collaborative working and how to build effective partnerships.</p>	
	<p>Experience of working effectively with elected Members and in partnership with other agencies including the voluntary sector and private landlords</p>	
	<p>Relevant experience of working in a local authority or</p>	

	social/private housing sector environment	
	Excellent time management skills and the ability to prioritise workloads and meet deadlines with the ability to prioritise 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.	
<b>Aptitude &amp; Skills</b>	Ability to work effectively both individually and as a member in 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 several 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.

