

JOB DESCRIPTION

POST:

SPECIFIC DUTIES OF POST:

15. To inform households of final account balances promptly and monitor repayment agreements made.

CANDIDATE SPECIFICATION

POST: Housing Options Officer (Homelessness Response)	POST NO: ES91
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CHARACTERISTICS	ESSENTIAL	DESIRABLE
<p>SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)</p>	<p>Excellent interviewing skills to extract relevant information and complete accurate assessments Able to manage a caseload and meet deadlines Excellent negotiating skills with varied parties, including partner agencies and internal colleagues Excellent written skills to produce detailed, accurate and detailed reports and letters to the public and other professionals Ability to be pro-active and creative in preventing homelessness and resolving complex situations. Excellent numeracy skills Excellent communication skills at all levels Able to work on own initiative Be confident and competent with standard IT packages Proven decision-making skills Ability to learn and understand complex legislative requirements and statutory duties.</p>	<p>Ability to develop relevant publicity and information materials</p>
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<p>Detailed and extensive knowledge of the current legislation and duties owed to persons by the Council under Parts VI and VII of the Housing Act 1996, Homelessness Act 2002, Homelessness Reduction Act 2017, Localism Act 2011 and its application. Detailed and extensive knowledge of the current Code of Guidance for Local Authorities, Relevant Case Law and its application. Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act. Working knowledge of homeless prevention initiatives and their application and effectiveness Working knowledge of the welfare (omel)4(ess p)102unci 1e-3()-4(H)560 0 1 3:</p>	

	<p>A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures.</p>	
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SPECIAL CONDITIONS