


GLPC Job Description

	Job Title	Rough Sleepers Housing Officer
	Directorate	Housing Needs & Support
	Department	Partnerships, Housing and Resident Services
	Grade	SO2
	Reports to	Senior Rough Sleeper Navigator
	Staffing Responsibility	None

Job Purpose:

- The post holder will be responsible for the effective delivery of the Council's duty to prevent and relieve homelessness for rough sleepers who approach the Council in housing need. This will involve delivering intense specialised support to single individuals and childless couples who are rough sleeping. We will explore potential pathways and present a range of tailored housing options to resolve their housing needs to avoid the experience of temporary accommodation or street homelessness.
- The postholder will work closely with supported accommodation providers, private sector landlords, Brent outreach team, NSNO, statutory and voluntary agencies to ensure best outcomes are achieved for the individuals.
- The postholder will deal with a range of cases, including complex cases which may be subject to judicial review and ombudsman enquiries. The postholder will be responsible for conducting statutory homelessness assessments.

Principal Accountabilities and Responsibilities:

1. Interview all rough sleeping applicants who approach the Council in housing need, to determine what actions can be taken to resolve their homelessness, exploring what options are available to them to end their rough sleeping.
 2. Manage a caseload of people who are currently rough sleeping or staying in an emergency bed space and provide a service that seeks to minimise the duration of that crisis.
 3. Ensure all rough sleeping applicants who approach the Council in housing to secure suitable and affordable accommodation based on their vulnerability and support needs.
 4. Create individual Personal Housing Plans (PHPs) for all rough sleepers to find a housing solution, taking account of their personal. Ensuring all agreed actions in the PHP that the Council is to take in a timely manner and update the plans promptly.
 5. Have good understanding of the issues affecting affordability of housing including accurate understanding of benefits, benefit tapers, welfare reforms (current and proposed), and geography.
6. Maintain a detailed knowledge of homelessness legislation, case law and government guidance concerning the Council's statutory duties and maintain a working knowledge of related housing legislation.
 7. Maintain up to date knowledge of the different housing options available to service users seeking accommodation and systems of access to housing of all types including the private rented sector, intermediate housing schemes, and supported accommodations.
 8. Maintain accurate written and computer records, reports, and other monitoring information as required in connection with the various duties undertaken and keep other records necessary to provide an adequate management information data base.
 9. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
 10. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to providing assistance where available) policies and procedures.
 11. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
 12. Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	Enhance DBS Adults
-------------------	--------------------

Politically Restricted (delete as appropriate)	No
--	----

Person Specification

All criteria are essential	To be identified by: Application Form(A) Test/assessment (T) Interview (I) (Please indicate all that apply)
Qualifications and Professional Membership requirements:	

Knowledge (please specify all essential criteria):	
1. Knowledge of all core legislation such as the Housing Act 1996 as amended by Homelessness Act 2002, the Homelessness Reduction Act 2017, housing needs issues, related legislation and case law.	A/I/T
1. Detailed knowledge of homelessness policy and practice, with good understanding and awareness of housing and homelessness issues.	A/I
2. Good understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation and services.	A/I/T

Experience (please specify all essential criteria):	
2. Strong and effective experience in provision of exceptional customer services.	A/I/T
3. Some experience of a household experiencing a housing crisis and the provision of advice and assistance	A/I
4. A deep understanding of national and local welfare and housing systems.	A/I
5. Experience of negotiation/advocacy/mediation.	A/I/T
6. Good understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation and services.	A/I

--	--

Skills and abilities (please specify all essential criteria):	
1. Outstanding customer service skills, including an ability to explain technical information simply.	A/I/T
2. Ability to balance respect and empathy for the client with the ability to impartially scrutinize evidence in casework.	A/I/T
3. Empathetic, diligent, motivated and resourceful.	A/I
4. Ability to advocate with agencies on behalf of clients.	A/I/T
5. Demonstrate a positive attitude towards customer service, putting them at the heart of the service.	A/I/T
6. Able to work on own initiative and meet conflicting deadlines.	A/I
7. Excellent IT skills to enable use of a range of Microsoft Office programmes and databases.	A/I
8. Ensure that an accurate record is kept of all interviews, telephone calls, meetings and follow-up action and that all files are maintained to a high standard, in order to assist monitoring, decision-making and effective case management.	A/I
9. Ability to work with internal and external organisations and achieve positive outcomes.	A/I

List desirable criteria:	
---------------------------------	--