



Housing Resolutions Officer

Reports to:	Housing Resolutions - Team Leader		
Department:	Housing Needs Service	Grade:	PO1
DBS Status:	Basic	Politically restricted:	No
Job Purpose:			
<p>As a Housing Resolutions Officer you will maintain a high volume caseload providing an agile and responsive service to households for whom the council has accepted the main homelessness duty. You will manage cases from point of acceptance to provision of a suitable offer or other duty end.</p> <p>You will provide consistent housing advice to clients which is bespoke, detailed and accurate, and which is in line with the latest legislative and corporate position. You will support clients to understand and pursue appropriate housing options and tenancy sustainment, working in partnership with multi agency stakeholders to optimise housing outcomes for customers and maximise value from council expenditure.</p>			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Overall Description			
Job specific roles and responsibilities			
<p>1 Deliver continuous personalised support to homeless households providing advice and guidance which is responsive, consistent and professional and includes initial & continuous assessment, tailored advice and support, visits - lone working & accompanied, community outreach, tenancy management & sustainment, domestic abuse support, mediation, resettlement and property management.</p> <p>2. Actively promote move-on for households in temporary accommodation to other settled housing, providing support as required to maximise outcomes across tenures and services including private rented sector, intermediate and social housing. Assess and advise clients and stakeholders on suitability of accommodation offered, and investigate and advise on cases of fear of violence and related enforcement activity.</p>			

3. Monitor and deliver against individual and team targets, KPIs and other measurable outcomes, and actively participate in regular supervision, target setting and data cleansing activities to achieve this.
4. Actively participate in projects, working groups and any other designated forums, to work towards continuous improvement, innovation and promote stakeholder engagement.
5. Meet corporate and department service standards for response times, customer contact, and service quality, and maintain comprehensive and appropriate case notes and records for interactions and advice provided to clients.
6. Signpost and refer households to organisations providing support or assistance appropriate to their needs such as employment and training providers, mental health support, supported housing, welfare and community support services, children's services or adult social care.
7. To encourage and help homeless households in temporary accommodation to comply with their licence or tenancy conditions, but where there is a serious breach of duty (including harassment, anti-social behaviour and hate crime) and/or the Council has discharged its homelessness duty, ensure the accommodation is withdrawn and recovered as efficiently and quickly as possible.
6. Participate in managing cases through legal processes and lead on fulfilling the Council's statutory duties on cases allocated by discharging duty, assessing and responding on suitability of offers, enforcing offers and supporting reviews to comply with statutory requirements.
7. To investigate cases of domestic violence and fear of violence reported by households in temporary accommodation and take appropriate action to manage risks to personal safety.
8. To promote effective use of the TA budget by regularly reviewing move on from emergency to settled temporary accommodation and investigating the reasons for long stays in high-cost emergency accommodation and associated rent arrears.
9. Schedule, manage and deliver home visits, repair works and sign-ups on demand and as planned to maximise property availability and occupancy, maximise value from assets, and reduce void rent loss.
10. Investigate and respond to complaints and members enquiries as directed by senior colleagues and in line with the Council's procedure and actively participate in work to eliminate fraud and misrepresentation.
11. Participate in a duty rota covering reception duty, community outreach, visits to designated sites and other forums - as scheduled and on demand as directed.

12. Manage and address problems and issues in household's accommodation, circumstances and tenancies including providing active support and risk management, compliance with licence or tenancy conditions, promoting moves to 2nd stage temporary accommodation and out of high cost placements and taking an active role in supporting clients with issues of disrepair or infestation in temporary accommodation and making sure that appropriate remedial action is taken.

13. To create and maintain accurate records of the service to ensure compliance with reporting arrangements and provide management with the information required to monitor performance and service standards in accordance with Council policy and the legal framework. This will include producing writing performance and other written reports for managers in the Housing Needs and Support Service as requested.

14. Develop and maintain positive professional relationships with clients, and stakeholders to ensure high levels of customer satisfaction are achieved

15. The post holder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Brent Council's Health and Safety Policy and all guidance, instructions and risk assessments. The jobholder is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.

16. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

17. 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 provide assistance where available) policies and procedures.

18. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

19. Undertake any other duties commensurate with the general level of responsibility of this post.

20. Delivering the Housing Needs Out of Hours Service on a rota basis as required

21. 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.

22. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications).**Knowledge and Qualifications**

1. Knowledge of the Housing Act 1996, parts 6 and 7, as amended, the Homelessness Act 2002, Localism Act 2012, Homelessness Reduction Act 2017 and related legislation and case law.
2. A good understanding and awareness of housing issues and homelessness issues.
3. Good knowledge of landlord and tenant law, the possession grounds relating to rented properties and the eligibility criteria for means tested benefits.

Experience

- 1 Experience of giving advice and information to customers and working with vulnerable groups
- 2 Understanding of homelessness and housing issues in the borough.
- 3 Knowledge of temporary accommodation provision and usage Strong and effective experience in provision of exceptional customer services.
- 4 Experience of the Suitability Assessment in recommending potential pathways for homeless households residing in temporary accommodation.
- 5 Experience of negotiation, advocacy, mediation

Skills and Abilities

1. Ability to work under pressure, prioritise workload and meet tight deadlines.
2. IT literate, including use of word, Excel databases and e-communications.
3. Ability to communicate information and present information in a clear and precise format both in writing and in person
4. Manage competing work demands methodically to achieve targets and meet changing demands and priorities.
5. Ability to deal with difficult customers and maintain positive working relationship
Demonstrate commitment to and comfort with the Council's equalities and diversity policy through all aspects of service delivery

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs