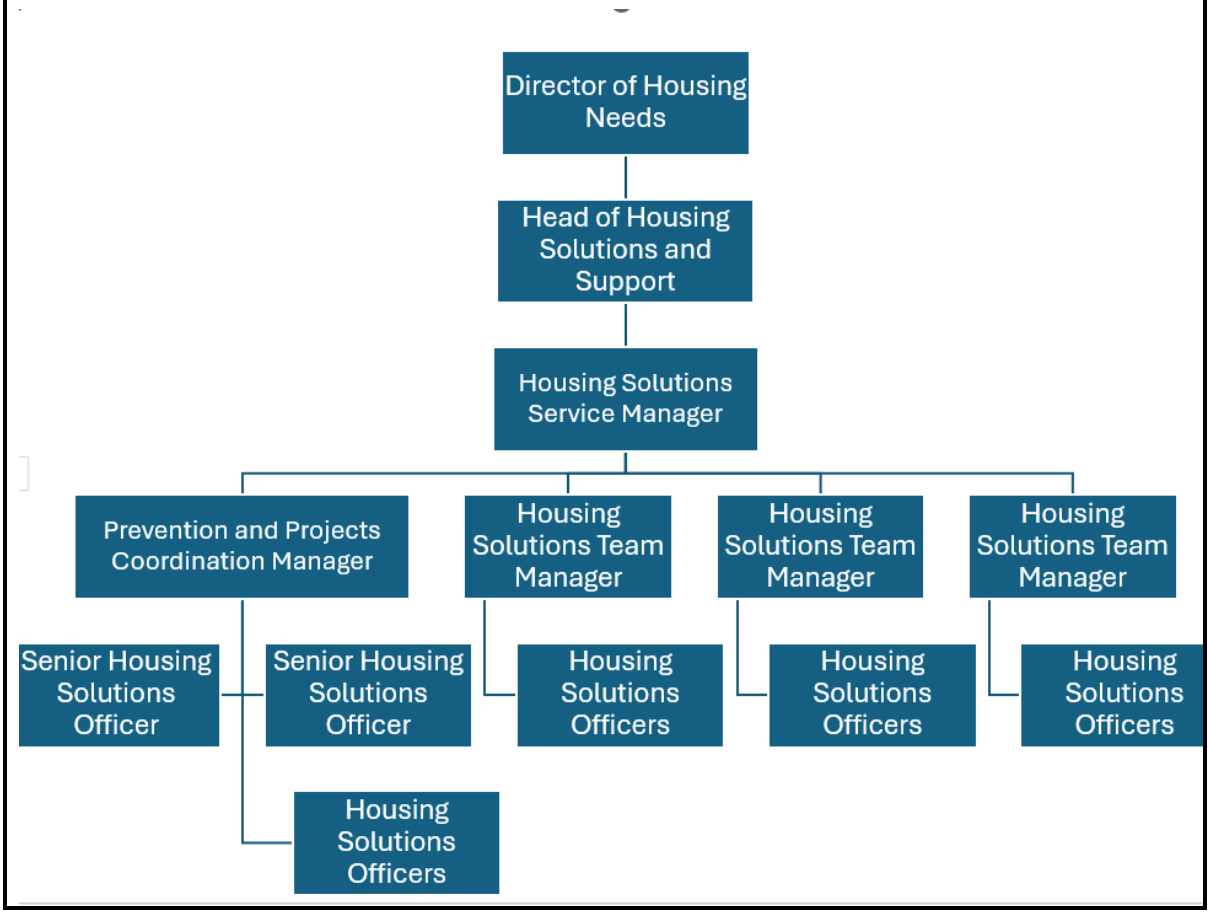
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

# JOB DESCRIPTION

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| **Job title** | Housing Solutions Officer |
| **Directorate** | Housing and Communities |
| **Service** | Housing Needs |
| **Team** | Housing Solutions |
| **Grade** | E |

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| **DBS Check Required** | None |
| **Justification for DBS** | Choose an item. |
| **Politically Restricted** | No |

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| **Reports to:** [Job title] | Housing Solutions Team Manager |
| **Employees directly supervised** *(if applicable)*: | None |
| **Organisational structure chart** *(job titles only, no employee names)* | |



## 1. JOB PURPOSE:

Provide relevant, timely, professional and customer-focused frontline housing advice to people who are homeless or at risk of homelessness, with a core focus on prevention.

Deliver the Council's statutory responsibilities under homelessness and other relevant legislation, ensuring statutory compliance and data and case recording compliance.

Use a range of housing advice and options to minimise the use of temporary accommodation and play an active role in reducing the number of households in temporary accommodation.

## 2. DESCRIPTION OF DUTIES:

Deliver the Council's statutory responsibilities under homelessness and other relevant legislation, ensuring statutory compliance, data and case recording compliance.

Conduct enquiries and proactive casework to prevent or relieve homelessness, including carrying out home visits, delivering community-based outreach, negotiating with landlords, mediating disputes and collaborating with internal teams and external agencies such as DWP, social care, health and probation to provide coordinated advice and support.

Conduct risk assessments to identify safeguarding concerns, domestic abuse, tenancy risk factors or vulnerability indicators, escalating accordingly and acting in line with Council procedures.

Carry out assessments of housing need, affordability and suitability, and create with applicants realistic and outcome focussed Personal Housing Plans (PHPs). Manage your time and caseload to ensure PHPs are regularly reviewed and updated.

Refer households to whom we have duties to internal and external teams and services such as the Private Rented Sector team, Supported Housing, Affordable Ownership, Mobility Transfer Scheme, Mutual Exchange, Home-swapper and Homefinder to minimise the use of temporary accommodation and actively contribute to reducing the number of households in temporary accommodation.

Support vulnerable single people, prevent them from sleeping rough and minimise the use of temporary accommodation by assessing their needs and arranging appropriate referrals and support, including floating support and access to supported accommodation.

Work with vulnerable single people to manage their pathway towards independent living. Work closely with supported hostels and support services to arrange move-on into private rented housing or other settled and sustainable accommodation options.

Assess, investigate and verify applicants who apply to join the Council's Housing Register under Part VI of the Housing Act 1996 and the Council's Housing Allocations Scheme.

Write and issue evidence-based and legally complaint notification and decision letters.

Manage a caseload with often changing and competing priorities, meeting performance targets and statutory deadlines while minimising additional demand on the service.

Keep all data and case records on internal systems accurate, up to date and compliant with H-CLIC and relevant data protection legislation at all times.

Provide practical support to applicants in completing forms, understanding documentation requests, and navigating the service.

Work jointly with partners, community organisations and key stakeholders to achieve positive and sustainable outcomes for residents.

Provide all residents with an empathetic, respectful and non-judgemental service. Manage complex or distressing cases with sensitivity and professionalism, including during challenging or emotional conversations.

Respond to enquiries, complaints and members enquiries accurately and on time, helping to resolve service issues at the earliest opportunity.

Stay updated with housing legislation, case law, and statutory guidance. Maintain working knowledge of other relevant legislation such as safeguarding adults / children.

Actively participate in organisational change, contribute to a culture of continuous service improvement and demonstrate strong problem-solving abilities in day-to-day work, highlighting trends, issues, or gaps observed and offering solutions.

Participate in rotas covering face-to-face duty, telephone enquiries and service inboxes. Work flexibly to provide rota cover, sometimes at short notice.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

## SELECTION CRITERIA/PERSON SPECIFICATION

**Conditions to Note:**
The person specification outlines the essential requirements the post holder or applicant must meet in order to fulfil the role and the duties outlined.

**Candidates**:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

**Recruiting Managers**:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

**Resilience:**
We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Directors and Executive Directors are expected to be part of the 'Gold' (Executive Director) and 'Silver' (Director) command structures, proactively offering support and resource from their own services in the event of an incident and mobilising their staff as necessary to help residents during their time in need, through both the response and recovery phases.
As a Gold commander, you will be responsible for managing the Council's resources and formulating the Council's strategy for incidents, chairing the Council Gold Group, attending the Strategic Coordination Group meetings during Pan-London incidents, or delegating this role to London Local Authority Gold by agreement. You will fulfil the 'Gold' command duties by participating in the on-call rota, being contactable and participating in mandatory training and exercising, ensuring continuous availability when on call and readiness to respond to emergencies.

**Values & Behaviours**
The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

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| **A** | **Equal Opportunities**<br>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace. |

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| **B** | **Qualifications/Training/Certificates** |
| **C** | **Skills, knowledge and experience**<br>• Excellent frontline customer service including active listening, patience and remaining calm under pressure.<br>• Excellent communication and interpersonal skills with people who are in crisis and have a range of vulnerabilities for example mental / physical health, neurodiversity, substance use, language barriers.<br>• Excellent casework skills; ability to make enquiries, investigate, gather and evaluate information, interpret complex issues, legislation, and develop appropriate and practical housing advice and solutions.<br>• Excellent organisational skills; managing your time, managing a caseload with competing demands and changing priorities whilst achieving performance targets and statutory deadlines.<br>• Excellent written skills, including the ability to write detailed, evidence-based technical letters, responding to complaints and other enquiries.<br>• Good understanding of housing and homelessness issues and policy, and the role of Local Authorities in this.<br>• Good knowledge of the services, benefits and support available to applicants experiencing housing issues.<br>• Good knowledge of Homelessness and Housing Act legislation and guidance including security of tenure.<br>• Good knowledge of safeguarding, mental health and the role of Adult and Children's Services when working with vulnerable people. |

# OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

| | Our Values & Behaviours |
|---|---|
| D | **PUTTING COMMUNITIES FIRST**<br>• We put local people at the heart of decision making in everything we do.<br>• We seek to include and involve: all voices matter.<br>• We provide quality services that are responsive, effective and efficient.<br><br>The following examples are indicators of effective behaviour:<br>• I actively involve and include the communities that I serve in my work.<br>• I shall reflect the views of the communities in my daily work.<br>• I shall improve the service I provide through seeking feedback from others.<br><br>Our residents will feel that:<br>• I have been included<br>• I can see how my views have been taken into account<br>• I can see improvements and developments based on my input |
| E | **RESPECT**<br>• We listen to everyone and value the personal experiences of people in our communities and of each other.<br>• We adopt a fair and involving approach regardless of any way in which an individual is different to us.<br><br>The following examples are indicators of effective behaviour:<br>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.<br>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.<br>• I communicate in a way that is respectful, encourages involvement and meets people's needs.<br><br>Our residents will feel that: |

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| | • I feel my culture and background are respected.<br>• I have confidence that action is being taken.<br>• I feel I am being treated fairly. |
| **F** | **INTEGRITY**<br><br>• We act with openness, honesty, compassion, responsibility and humility.<br>• We let people know what we are doing and communicate why and how decisions have been made.<br><br>The following examples are indicators of effective behaviour:<br><br>• I demonstrate empathy in my interactions with others.<br>• I am honest and transparent about the decisions I take.<br>• I follow through on the actions I say I will take and take ownership for communicating the outcome.<br><br>Our residents will feel that:<br><br>• I am told when something is not possible, and the reasons why are explained to me.<br>• I feel my perspective is listened to and understood.<br>• I feel my views are valued |
| **G** | **WORKING TOGETHER**<br><br>We work together and in partnership with everyone that has an impact on the lives of our residents.<br><br>• We want to understand, learn from each other and continually adapt.<br><br>The following examples are indicators of effective behaviour:<br><br>• I work with others to provide an effective service for residents, local communities and other departments within the Council.<br>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.<br>• I seek out opportunities to learn from my colleagues and build on good practice.<br><br>Our residents will feel that:<br><br>• I can get my issue resolved without being passed around departments.<br>• I find it easy to access the services that I need.<br>• I feel the Council is open to new ideas. |