Job description

Job title: Housing Caseworker
Grade: Grade 10
Job evaluation reference: BC602
Job family: Buildings & Construction

Purpose and impact

1. To actively make a positive and professional contribution in the provision of a comprehensive and efficient housing service and to provide a high quality housing advisory service and prevention of homelessness as set out in the Housing Act 1996 (as amended by the Homelessness Act 2002, Localism Act 2011 and Homeless Reduction Act 2018)

Key responsibilities

2. To ensure the consistent implementation of the council's housing and homelessness duty to all households presenting as homeless or threatened with homelessness.
3. Provide in-depth and personally tailored housing advice to a caseload of clients and maintain accurate, up-to-date records of all case files.
4. Help clients reduce barriers preventing them from accessing and maintaining settled accommodation, including providing generic advice on income maximisation, benefits, debt, employment, recovering debts to the council etc and signposting to other agencies for further help where necessary.
5. Prevent and relieve homelessness in accordance with the Homeless Reduction Act in creative ways, such as maintaining existing accommodation through negotiation with landlords, sourcing and proactively assisting clients into alternative accommodation, attending court hearings, seeking assistance from other agencies when appropriate and promoting multi-agency initiatives in the prevention of homelessness in the area.
6. Ensure all customers have a written Personal Housing Plan which is accurate and kept up to date. To include the actions to be taken by the Housing Officer and the Applicant to prevent the applicant's homelessness.
7. Undertake homelessness investigations under Part VII of the Housing Act 1996, (as amended by the Homelessness Act 2002 and Homeless Reduction Act 2018), make decisions as to the council's duties under the Acts and refer for temporary accommodation when appropriate.
8. To manage a portfolio of homelessness cases in which the Council has accepted duty to under the Housing Act 1996, Homelessness Act 2002 and the Housing Reduction Act 2018. To ensure that individual applicants are kept fully appraised of progress with enquiries into their application.
9. To develop and maintain an in-depth knowledge of relevant Housing legislation.
10. To apply client confidentiality procedures to investigations undertaken.
11. To develop, promote strong links and work in partnership with public bodies and other partners such as Adult and Children's services, Probation, CMHT, Police, NHS and supported/housing providers and street outreach teams to identify help and assistance



for vulnerable and complex clients. Refer to and co-ordinate with these agencies for delivery of support to clients and to assist sustains their tenancies.

12. In conjunction with Children's Services, assess 16/17 year olds under the Joint Housing Protocol and where homeless advising them as to entitlement under both Children's Act and Housing Act.
13. Work in conjunction with PA for those applicants classified as Care Leavers to ensure that Pathway Plan is reflected in PHP and to attend Transition and Move on meetings as required.
14. To provide an advice service to applicants seeking ownership or low cost home ownership.
15. To complete referral forms and make recommendations to the Joint Priority Panels.
16. Provide timely, accurate and in depth statistics for the Senior Housing Caseworker on the outcome of all cases and other in house statistics on agreed timescales.
17. To respond to and initiate routine and non-routine correspondence with a wide range of agencies.
18. To represent Dorset Council at various panels and meetings such as MARAC, MAPPA and supporting people groups as required.
19. Meet the customers' access needs in the most appropriate way through outreach by holding advice surgeries, carrying out home visits.
20. To participate in an out-of-hours service when required.
21. To constructively participate in one-to-one supervision, case reviews and case conferences, employee appraisals and training sessions.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Senior Housing Caseworker

Other factors

22. A Basic DBS check is required.
23. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	**Assessed through:**
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
Experience	
2. Previous experience in a local authority housing service or registered provider	Application form
3. Proven knowledge and experience of effectively dealing with a wide range of housing options and homelessness issues	Application form
4. Experience of prevention of homelessness using a wide variety of prevention tools and techniques	Application form
5. Proven experience of being able to work effectively with minimal supervision	Application form
6. Proven experience of working within a confidential environment	Application form
Knowledge	
7. Understanding of current housing/homelessness legislation and case law, including the Housing Act 1996, Homelessness Act 2002, Codes of Guidance on homelessness and Choice Based Letting and Allocations	Application form Interview Assessment
8. Up -to-date knowledge and understanding of welfare benefits	Application form Interview Assessment
9. An understanding of the requirements of Equal Opportunity Legislation and practice	Application form Interview Assessment
Skills and abilities	
10. Commitment to delivering excellent customer service	Interview Assessment
11. Problem solving skills including creativity and innovation in devising solutions	Interview Assessment
12. Proven negotiation, networking, mediation skills and conflict resolution	Interview Assessment
13. Objective and analytical appraisal skills	Interview Assessment
14. Excellent verbal and written communication skills	Interview Assessment
15. Excellent interpersonal skills	Interview Assessment
16. Excellent word processing/spreadsheet/IT application skills	Interview Assessment
17. Willingness and ability to engage in continuous professional development	Interview Assessment



Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23. A Basic DBS check is required	Application form
24. Ability to fulfil the travel requirements of the role	Application form

Approval

Manager's job title:
Date: January 2025

